2020 Performance Oversight Questions
Department of Motor Vehicles

A. ORGANIZATION AND OPERATIONS

1. Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency, including the names and titles of all senior personnel. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

   Response: See attached DMV FY2020 Organizational Chart (Attachment A) and information below outlining DMV divisions/programs.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Adjudication Services	N/A	Provides ticket processing, noticing, hearing, and hearing support services to residents and non-residents, in order to render legally sound decisions on parking, photo, and moving violations, and to ensure proper processing of violation and penalty payments for those infractions.
Adjudication Services	Hearings	Provides fair and equitable review of ticket and permit violations for respondents to resolve outstanding issues of liability.
Adjudication Services	Hearing Support	Provides intake, data review, records management, and administrative support functions to ensure accurate records and information to support adjudication hearings.
Adjudication Services	Ticket Processing	Provides and maintains processed ticket information in DMV's database, provides scheduled notification and information to residents and non-residents of the District of Columbia, and processes and tracks fines, penalties, and payments for tickets.
Vehicle Services	N/A	Provides certification and inspection services to residents, businesses, and government entities so they may legally park, drive, and sell their vehicles in the District of Columbia.
Vehicle Services	Inspections	Provides emission testing services for residents, commercial and for-hire vehicles to facilitate reduced auto emissions and to meet the requirements of the District's Air Quality Attainment State Implementation Plan.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Vehicle Services	Registrations	Provides legal certification services and documentation of vehicle ownership and authority to operate.
Vehicle Services	Registrations - Out of State Vehicles	Provides registration services for "for hire" vehicles whose owner is based outside of the District. Note this is an internal program with no FTEs.
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia's participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications. There are four service centers and one road test location which provides all in-person licensing and registration services to customers.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions. Note this is an internal program with no FTEs.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management, facility management, and warehousing and inventory control.
Agency Management	Communications	Provides communication services to include media inquiries, customer correspondence, program communications and social media.
Agency Management	Personnel	Provides human resources support for DMV to assure operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training to assure professional development of DMV personnel and accurate and consistent delivery of DMV services by knowledgeable employees.
Agency Management	Property Management	Provides facility maintenance by the Department of General Services. Note this is an internal program with no FTEs.
Agency Management	Legal Services	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Language Access Act	Provides language interpretation and translation services. Note this is an internal program with no FTEs.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services, using the Office of the Chief Financial Officer personnel, to DMV so the financial integrity of the District of Columbia is maintained.
Agency Financial Operations	Budget Operations	Works with program staff to develop, champion and manage the annual budget for the agency.
Agency Financial Operations	Accounting Operations	Ensures revenue is properly accounted for utilizing acceptable accounting rules.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant, frozen, and filled positions. For vacant positions, please indicate how long the position has been vacant.

    Response: See attached DMV FY2020 Position List. (Attachment B)

- Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

    Response: There were no changes to the organization made during the previous year.

2. Please list each **new program** implemented by the agency during FY 2019 and FY 2020, to date. For each initiative please provide:
   - A description of the initiative, including when begun and when completed (or expected to be completed);
   - The funding required to implement the initiative;
   - Any documented results of the initiative.

FY19/20 Department of Motor Vehicles Initiatives

Initiative 1: Integrate DMV Licensing System w/OAG Child Support System

Description: Currently, the Office of the Attorney General's (OAG) Child Support Division sends an electronic file to DMV which provides DMV with information on residents who are delinquent on child support. Once we receive the file, we place a pending revocation on the resident's driver license. When the resident comes back into compliance with his/her child support, he/she must bring a letter from the OAG indicating compliance so DMV can reinstate his/her license. In Order to improve on the current process, DMV and OAG will integrate our two systems such that the entire process is electronic and streamlined.

> **Status Update**: This initiative was completed in October 2019. No funding was required for this initiative.

Initiative 2: Pilot Offering Knowledge Test in Testing Locations

Description: Currently, residents who need to take the DMV knowledge test to obtain a learner permit must make an in-person visit to one of DMV's four service center locations. This often results in increased wait times, especially in the summer months when youth are out of school. DMV will pilot the use of supervised testing locations for offering the knowledge test. These testing locations will be certified by DMV and monitored to ensure compliance with all of DMV's regulatory requirements. If successful, the use of testing centers will increase customer satisfaction and reduce customer wait times at DMV service center locations.

> **Status Update**: This initiative was completed in September 2019. No funding was required for this initiative.

Initiative 3: Integrate Destiny with IID Program

Description: Currently, DMV's Ignition Interlock Device (IID) Program is not integrated with our licensing system, DESTINY. Therefore, we must make manual updates to the system to reflect residents' participation in the Program. DMV will integrate DESTINY with IID such that updates are electronic, seamless and accurate.

> **Status Update**: The implementation of this initiative has been delayed due to the complexity of overhauling the IID program, building the new DESTINY module, and legislation approval that is still pending.

Initiative 4: Renovate Inspection Station into customer and employee focused facility (Phase II)

Description: The Inspection Station is over 20 years old without the benefit of any facility improvements. Therefore, by September 2019, DMV will coordinate with the Department of General Services to renovate the employee, customer and inspection areas to improve the quality of life experience for both customers and employees.

> **Status Update**: Phase two, which included creation of a gas room, window replacement and inspection lane upgrades, printer cabinets for the inspection lanes was completed by September 31, 2019. Funding has been $2M in capital funds.

Initiative 5: Implement self-service inspection kiosk.

Description: The FY17 budget contained funds for DMV to develop and install one self-service on-board diagnostic (OBD) emission kiosk as a pilot initiative. The kiosk will allow residents with model year vehicles 2005 and later to conduct drive by OBD inspections at a location other than the Inspection Station. This will increase customer flexibility and satisfaction.

> **Status Update**: Although the OBD kiosk was received from the vendor and tested by September 30, 2017, it was not installed for customer use at that time. This was due to the requirement to brief the community and ANC about the kiosk prior to installation. Additionally, digging permits were required to access electricity for the kiosk installation. The Council provided $300,000 in funding to complete this initiative. DMV spent approximately $150,000 in FY17 and displaced $150,000. DMV obtained the digging permits and installed the OBD kiosk on November 15, 2019.

Initiative 6: Pilot Chat Adjudication

Description: Currently DMV adjudicates parking tickets in-person, by mail and online. We want to continue to move forward with innovative ideas. The agency partnered with its ticket process vendor to create the ability for customer to adjudicate parking tickets by chatting via the web. The pilot launched September 25, 2019. 115 chat sessions were conducted through the end of FY19.

> **Status Update:** As of November 30, 2019, approximately 500 chat sessions were conducted. DMV continues to work with the vendor to work out system issues and improve user interface for both the hearing examiner and customer. It is anticipated that the pilot will run through February 28, 2020 at which a decision will be made whether to continue.

Initiative 7: Rollout DMV University

> **Description**: Implement a formal training program with a course catalog that will be available to management. The course catalog will also include the training courses offered by the Department of Human Resources.

> > **Status Update**: DC DMV held two classes. One on September 30, 2019 and the other on December 13, 2019. Nearly 20 employees were trained on a variety of transactions, including, but not limited to tag surrender, duplicate title-refinance, check handling and closing drawers, and title replacement. Employees evaluated the trainings at 4.5 out of 5 and 4 out of 5, respectively. The course catalog was developed and includes training courses offered by DCHR. No funding was required for this initiative.

Initiative 8: Provide Annual Customer Service Training.
> **Description**: By September 30, 2019, DMV will internally train 93% of frontline employees on DMV specific customer service techniques.

> > **Status Update**: Prior to September 30, 2019, DMV trained 99% of its front-line staff. While the agency used its in-house trainer to create and conduct the training, DMV spent approximately $9,940 in overtime for employees to attend the training.

Initiative 9: Conduct Annual Employee Surveys.

> **Description**: DMV will start conducting an annual employee survey to determine the employee satisfaction level within their administration and agency.

> > **Status Update**: DMV issued the survey in January 2019 and the results were presented to the Senior Leadership team who addressed the pressing and concerning issues immediately. No funding was required for this initiative.

Initiative 10: Implement Actions to for Address Fraud

> **Description**: DMV will implement actions to identify and reduce occurrence of address fraud.

> > **Status Update**: DMV created and implemented an online portal for customers to report fraud. The Service Integrity Team gave a presentation about residency fraud to the Senior Leadership Team and Service Center Management teams, providing critical information on how to spot and handle fraud at the window, including reporting it to the investigators. Service Integrity Team members also attended weekly meetings to further educate staff about fraud, specifically address fraud, and how to navigate informing the Service Integrity Team without tipping off customers. Additionally, DMV implemented the use of a Fraudulent Document Recovery Report for the Service Centers to direct incidents of suspected fraud along with the documents recovered directly to the Office of Service Integrity. No funding was required for this initiative.

Initiative 11: Educate Public on Driving Drunk/Drugged

    Description: During December 2018, DMV will conduct a specific educational campaign aimed at educating District residents on the negative impacts of driving drunk and drugged. The outreach will be targeted email and mail correspondence to DC drivers and we expect to reach approximately 400,000 people.

        Status Update: During the month of December in 2018, as part of this initiative, DMV included an article in its monthly e-newsletter, posted about the negative impacts of driving drunk and drugged on Twitter and Facebook, and created a video, which is live on its YouTube page. The agency also displayed messaging about the dangers of driving under the influence of drugs and/or alcohol through posters and banners, as well as an elevator wrap at its Southwest Service Center. This project cost $26,117 to produce the posters, banners, elevator wrap, and video.

Initiative 12: Take the Pledge

    Description: By January 2020, DMV will integrate an optional public pledge on its website to encourage customers to "Slow down and Save a Life" for the remainder of FY 2020. Customers will have the option to skip the pledge offer and continue with their business as usual.

        Status Update: Take the Pledge has been created and DMV successfully collaborated with OCTO to have the pledge on DMV's website, which went live on January 21, 2020. No funding was needed for this initiative.

3. Please provide a complete, up-to-date **position listing** for your agency, ordered by program and activity, and including the following information for each position:
   - Title of position;
   - Name of employee or statement that the position is vacant, unfunded, or proposed;
   - Date employee began in position;
   - Salary and fringe benefits (separately), including the specific grade, series, and step of position;
   - Job status (continuing/term/temporary/contract);
   - Whether the position must be filled to comply with federal or local law.
   Please note the date that the information was collected

    Response: See attached DMV FY2020 Position List (Attachment B). The position list was updated on January 9, 2020.

4. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2019? Who conducts such evaluations? What are they performance measures by which employees are evaluated? What steps are taken to ensure that all agency employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

   Response: SMART (Specific, Measurable, Achievable, Relevant and Time-Related) goals were established for all employees early in the performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Goals for measuring/monitoring employee performance were included in the supervisors' goals. Employees' performance measures are mainly related to customer wait time, employee attendance, employee transaction time, and employee work habits. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees were placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching. The end-of-year performance evaluations were reviewed and approved by the Administrators. All evaluations below a 3 (i.e., valued employee) were reviewed by the Director. For FY19, 100 percent of eligible employees received performance evaluations from their supervisor.

5. Please list all **employees detailed** to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

   Response: None.

6. Please provide the position name, organization unit to which it is assigned, and hourly rate of any **contract workers** in your agency, and the company from which they are contracted.

   Response: See below.

   Position name: Customer Service Representative II
   Organization Unit: Support Services
   Hourly Rate: $18.13
   Company: Rizeup Technologies

   Position Name: Parking Lot Attendant (3 part-time)
   Organization Unit: Driver Services
   Hourly Rate: $17.97
   Company: Rizeup Technologies

Position Name: Support Services Specialist
Organization Unit: Support Services
Hourly Rate: $23
Company: Rizeup Technologies

Position Name: Data Warehouse ETL Developer
Organizational Unit: DMV Office of Information Technology
Hourly Rate: $87.54
Company: Computer Aid, Inc.

Position Name: Data Warehouse Dashboard Developer
Organizational Unit: DMV Office of Information Technology
Hourly Rate: $87.54
Company: Computer Aid, Inc.

7. Please provide the Committee with:
    ▪ A list of all employees who receive cellphones or similar communications devices at agency expense.

Response: See table below.

Name	IPAD	Surface Pro	Cell Phone	Laptop	WIFI Device
Amit Vora		X	X		X
Andrew Noall			X		
Angela Brighthart			X		
Appeals Board (Adjudication)				XXX	
Avirneni Srikanth				X	
Beverly Keenon			X		
Brigid Anderson		X	X		
Calvin Dyson	X		X	X	
Cassandra Claytor		X	X		
CDL - Landover			X		
Cherice Stanley			X		
Christopher Dina			X		
Cordero Kimbrell			X		
Claude Thomas			X	X	X
Darnell Fountain		X	X		X
Darrell Bryant			X		X
David Glasser		X			X
Denita Browner			X		
Dominic Dickerson			X		

Name	IPAD	Surface Pro	Cell Phone	Laptop	WIFI Device
Edward Tate			X		
Fabien Toussaint			X		
Gabriel Golston			X		
Gabriel Robinson		X	X		X
Gledion Goci		X	X		
Greg Simpson			X		
Gregory Furr	X		X	X	
Horniman Orjisson			X		
Jacinta Ball	X		X		
James Edwards			X		
Jamie Miller		X			
Janae Seon			X		
Jeanette Pinnix			X		
Jeremy Beegle			X	X	
Joan Saleh	X		X	X	X
Juan Aliaga			X		
Justin Day			X		
Karen Tate		X	X		
Kathleen King			X		
Kevin Branch			X		
Kimbrell Cordero				X	
Leon Brown			X		
Leonard Golden			X	X	X
Lisa Payne			X	X	
Marquis Miles		X			
Mobile ID Units				XX	
Montii Osei-Djan			X	X	
Nina Jones			X	X	
Odessa Nance			X	X	
Omar Hamidi			X		
OPEN/Examiner			X		
Open/Office Long Distance			X		
Patrick Spencer			X		
Paula Coyoy	X		X		
Raja Bandla			X	X	X
Rakonda Cobb	X		X	X	
Rick Whitley			X		

Name	IPAD	Surface Pro	Cell Phone	Laptop	WIFI Device
Robert Johnson			X	X	
Robert W Brown (Temp using Phone)			X		
Service Integrity			X		
Ronald Pleasant			X	X	
Sahida Tarawali			X		
Shawn Adams			X	X	
Sheila McClan	X			X	
Swathi Suram				X	
Tanya Forbes	X		X		
Terrence Butler			X		
Terrie Winnegan			X		
Tonya Miller			X		
Tyrone Sweatt			X	X	
Tyrone Wilson			X		
Tyronica Best			X		
Vanessa Newton-Bernard			X	X	
Wanda Butler	X	X	X		
Zainab Al-Shammary			X	X	

♦ Please provide the total cost for mobile communications and devices at the agency for FY 2019 and FY 2020 to date, including equipment and service plans.

Response:
FY19 Telecommunication costs: $370,660.00
FY20 (as of Jan 15, 2020) Telecommunication costs: $362,020.00

▪ A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.

Response: See table below.

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2018 TOYOTA COROLLA	OWN	Support Services	DC-12167

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2018 TOYOTA COROLLA	OWN	IT	DC-12168
2018 TOYOTA COROLLA	OWN	Service Integrity	DC-12169
2018 TOYOTA SIENNA	LEASE	Support Services	DC-11970
2018 CHEVROLET EXPRESS CARGO VAN	LEASE	Support Services	DC-12450
2018 FORD F-350	OWN	Inspection Station	DC-12236
2008 DODGE CARAVAN SE	OWN	IT	DC-5497
2014 DODGE CARAVAN	WN	Support Services	DC-8804

- ▪ A list of employee bonuses or special award pay granted in FY 2019 and FY 2020, to date.

  Response: See table below. All awards were based on the guidelines in the District Personnel Manual, Chapter 19 Incentive Awards.

Employee Name	Location/Division	Award Type	Award Amount
Larry Walker	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Eric Riley	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Patrick Perry	Inspection Station/Vehicle Services	Tangible Item Award	50.00
William Dorsey	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Reggie Taylor	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Dwayne Young	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Terrie Jackson	Support Services/Administrative Services	Tangible Item Award	50.00

Employee Name	Location/Division	Award Type	Award Amount
Angela Brighthart	Support Services/Administrative Services	Tangible Item Award	50.00
Gabriel Golson	Support Services/Administrative Services	Tangible Item Award	50.00
Kevin Branch	Support Services/Administrative Services	Tangible Item Award	50.00
Yolanda Deloatch	Georgetown/Driver Services	Tangible Item Award	25.00
Timothy Jackson	Georgetown/Driver Services	Tangible Item Award	25.00
Herbert Jones	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Maurice Kartey	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Naadira Harris	L'Enfant Plaza/Adjudication Services	Tangible Item Award	50.00
Rachelle Johnson	L'Enfant Plaza/Adjudication Services	Tangible Item Award	50.00
Tomika Barkley	Southwest/Driver Services	Tangible Item Award	25.00
Dwayne Young	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Kevin Lewis	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Raymond Rivers	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Joana Cruz	Brentwood/Vehicle Services	Tangible Item Award	25.00
Monti Osei-Djan	Southwest/Administrative Services	Tangible Item Award	25.00
Teairra Nowlin	Processing Center/Vehicle Services	Tangible Item Award	25.00
Josiah Young	Brentwood/Vehicle Services	Tangible Item Award	25.00
Sean Mills	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Terri Jackson	Support Services/Administrative Services	Tangible Item Award	25.00
Angela Brighthart	Support Services/Administrative Services	Tangible Item Award	25.00
Leon Brown	Brentwood/Vehicle Services	Tangible Item Award	25.00
Larry Walker	Inspection Station/Vehicle Services	Tangible Item Award	25.00
Eric Riley	Inspection Station/Vehicle Services	Tangible Item Award	25.00
Patrick Perry	Rhode Island/Driver Services	Tangible Item Award	25.00
Dwayne Young	Inspection Station/Vehicle Services	Tangible Item Award	25.00
Sheila Starks	Inspection Station/Vehicle Services	Tangible Item Award	25.00

Employee Name	Location/Division	Award Type	Award Amount
Kevin Lewis	Inspection Station/Vehicle Services	Tangible Item Award	25.00
Larry Walker	Inspection Station/Vehicle Services	Tangible Item Award	25.00
Eric Riley	Inspection Station/Vehicle Services	Tangible Item Award	25.00
Patrick Perry	Rhode Island/Driver Services	Tangible Item Award	25.00
Oscar Fuentes	Inspection Station/Vehicle Services	Tangible Item Award	25.00

- A list of travel expenses, arranged by employee.

Response: See table below.

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
FY19						
Cassandra Claytor	Supervisory Hearing Examiner	September 30 - October 6, 2018	Reno, Nevada	Civil Mediation Conference	3,155.50	
Joan Saleh	Driver Services Administrator	October 10 - 11, 2018	Arlington, VA	AAMVA Driver Standing Committee		1,231.44
Ronnie Dampier	Management Analyst	October 10 - 14, 2018	Syracuse, NY	National Forum for Black Public Administrators Executive	1,187.94	
Jeanette Pinnix	Staff Assistant	October 23 - 27, 2018	Las Vegas, NV	Conference for Administrative Excellence	3,233.97	
Dechelle Hampton	Staff Assistant	October 23 - 27, 2018	Las Vegas, NV	Conference for Administrative Excellence	3,176.71	
Lucinda Babers	Director	October 29 - 30, 2018	Annapolis, MD	AAMVA Region I Board Meeting		331
Joan Saleh	Driver Services Administrator	October 29 - 30, 2018	Annapolis, MD	AAMVA Region I	544.29	

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
				Board Meeting		
Darnell Fountain	Vehicle Service Administrator	October 29 - 30, 2018	Annapolis, MD	AAMVA Region I Board Meeting	202.37	
Marquis Miles	Management Analyst	November 6 - 8, 2018	New York, NY	Vison Zero Cities Conference	1,804.26	
Joan Saleh	Driver Services Administrator	November 6 - 8, 2018	New York, NY	Vison Zero Cities Conference	1,727.00	
Ronnie Dampier	Management Analyst	November 7 -10, 2018	Lawrence, KS	National Forum for Black Public Administrators Executive	1,417.22	
David Glasser	General Counsel	November 8-9, 2018	Washington, DC	Employment Law Conference	709	
Ariel Reed	Assistant General Counsel	November 15-16, 2018	Arlington, VA	NAPHSIS Identity & Security Conference	450	
Marquis Miles	Management Analyst	November 15-16, 2018	Arlington, VA	NAPHSIS Identity & Security Conference	395	
Amit Vora	Chief Information Officer	November 15-16, 2018	Arlington, VA	NAPHSIS Identity & Security Conference	484	
Ronnie Dampier	Management Analyst	December 5 -8, 2018	Atlanta, GA	National Forum for Black Public Administrators Executive	1364.07	
Jeanette Pinnix	Executive Assistant	December 11-12, 2018	College Park, MD	Advance Microsoft Excel Techniques Workshop	399	

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
Lucinda Babers	Director	December 11-14, 2018	Dallas, TX	NemoQ - Vendor and Customer Facility Site Visit	890.9	
Marquis Miles	Management Analyst	December 11-14, 2018	Dallas, TX	NemoQ - Vendor and Customer Facility Site Visit	895.47	
Joan Saleh	Driver Services Administrator	December 11-14, 2018	Dallas, TX	NemoQ - Vendor and Customer Facility Site Visit	949.62	
Ronnie Dampier	Management Analyst	December 11-14, 2018	Dallas, TX	NemoQ - Vendor and Customer Facility Site Visit	940.29	
Amit Vora	Chief Information Officer	December 11-14, 2018	Dallas, TX	NemoQ - Vendor and Customer Facility Site Visit	1,329.73	
Wanda Butler	Adjudication Service Administrator	December 11-14, 2018	Dallas, TX	NemoQ - Vendor and Customer Facility Site Visit	895.47	
Robert Johnson	Investigator	January 29 - February 1, 2019	Chantilly, VA	Investigative Interviewing Techniques Training	575	
Gledion Goci	Investigator	January 29 - February 1, 2019	Chantilly, VA	Investigative Interviewing Techniques Training	575	
Zainab Al-Shammary	Investigator	January 29 - February 1, 2019	Chantilly, VA	Investigative Interviewing Techniques Training	575	

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
Ronnie Dampier	Senior Operation Analyst	January30 - February 2, 2019	Durham, NC	National Forum for Black Public Administrators Executive	1092.22	
Leonard Golden	IT Specialist	February 7-8, 2019	Norwood, MA	Audit Meeting	480.81	
Ronnie Dampier	Senior Operation Analyst	February 20-24, 2019	Baton Rouge, LA	National Forum for Black Public Administrators Executive	1811.31	
Nina Jones	Training Specialist	February 23 - 27, 2019	Lake Buena Vista, FL	Training Conference	3082.96	
Ronnie Dampier	Senior Operation Analyst	February 20-24, 2019	Durham, NC	National Forum for Black Public Administrators Executive	1240.36	
Joan Saleh	Driver Service Administrator	March 11 - 15, 2019	Orlando, FL	AAMVA/FMCSA CDL Coordinators/IT Meeting		1574
Marquis Miles	Management Analyst	March 11 - 15, 2019	Orlando, FL	AAMVA/FMCSA CDL Coordinators/IT Meeting		1574
Calvin Dyson	Service Center Manager	March 11 - 15, 2019	Orlando, FL	AAMVA/FMCSA CDL Coordinators/IT Meeting		1574
Dakaria Thompson	Hearing Examiner	March 19 - 21, 2019	Baltimore, MD	AAMVA 2019 Workshop & Law Institute	371.92	595.38

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
Emma Boone	Hearing Examiner	March 20 - 21, 2019	Baltimore, MD	AAMVA 2019 Workshop & Law Institute	185.96	500
Jacquelyn Murphy	Lead Legal Instrument Examiner	March 19 - 21, 2019	Baltimore, MD	AAMVA 2019 Workshop & Law Institute	964.65	
Donna Anthony	Lead Legal Instrument Examiner	March 19 - 21, 2019	Baltimore, MD	AAMVA 2019 Workshop & Law Institute	952.92	
David Glasser	General Counsel	March 19 - 22, 2019	Baltimore, MD	AAMVA 2019 Workshop & Law Institute	500	723.88
Joan Saleh	Driver Service Administrator	March 18 - 22, 2019	Baltimore, MD	AAMVA 2019 Workshop & Law Institute		1683.32
Ronnie Dampier	DMOI, Chief of Staff	April 1 - 7, 2019	Orlando, FL	National Forum for Black Public Administrators Executive	1733.96	
Jeanette Pinnix	Executive Assistant	April 12, 2019	Washington, DC	Career Track (Mistake-Free Grammar & Proofreading	99	
Lisa Payne	Training Specialist	April 18-19, 2019	Washington, DC	ADA & FMLA Compliance Update Conference	995	
Montii - Osei-Djan	Human Resources Specialist	May 7-11, 2019	Austin, Texas	RecruitCon Conference	3,197.70	

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
Gabriel Robinson	Acting Director	May 13-17, 2019	Cambridge, MD	AAMVA Region I Conference		940.35
Darnell Fountain	Vehicle Service Administrator	May 13-17, 2019	Cambridge, MD	AAMVA Region I Conference		951.6
					71,764.53	19,577.92
					Total FY19: $91,342.45	

Name of Traveler	Position Title	Purpose	Dates of Travel	Location	DC Costs	AAMVA Costs
FY20						
Gabriel Robinson	Director	October 9-12, 2019	New York, NY	Vision Zero Conference	2,129.16	
Joan Saleh	Driver Service Administrator	October 9-12, 2019	New York, NY	Vision Zero Conference	1892.11	
Gabriel Robinson	Director	October 15-17, 2019	Newport, Rhode Island	AAMVA Region I Planning Meeting	1,017.98	1,017.98
Joan Saleh	Driver Service Administrator	October 15-17, 2019	Newport, Rhode Island	AAMVA Region I Planning Meeting	837.49	
Darnell Fountain	Vehicle Service Administrator	October 15-17, 2019	Newport, Rhode Island	AAMVA Region I Planning Meeting	921.54	
Marquis Miles	Management Analyst	November 4-5, 2019	Washington, DC	NAPHSIS Identity & Security Conference	506.76	
Marquis Miles	Management Analyst	November 18-20, 2019	Northampton, MA	Commercial Vehicle Safety Summit	714.53	
Marquis Miles	Management Analyst	December 3-4, 2019	Petersburg, VA	Federal Correctional Center - Re-Entry Service for	126.72	

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
				DC Residents		
Gabriel Robinson	Director	October 9-12, 2019	New York, NY	Vision Zero Conference	2,129.16	
					$8,146.29	**$1,017.98**
			Total FY20 (Oct 1, 2019 – Dec 31, 2019) Travel: $9,164.27			

- A list of the total overtime and worker's compensation payments paid in FY 2019 and FY 2020, to date.

  Response: See information below.

  Overtime
  FY 2019 – $ 393,064
  FY 2020 (as of November 30) – $ 73,835

  Workman's Compensation Payments
  FY 2019 – $62,847
  FY 2020 (as of December 5) – $8,421

8. Please provide a list of each **collective bargaining agreement** that is currently in effect for agency employees.
   - Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

     Response:

     186 DMV employees are covered by the American Federation of Government Employees (AFGE) Local 1975. The working conditions agreement is pending signature to extend the contract until September 30, 2021.

     One (1) employee covered by the American Federation of Government Employees (AFGE) Local 1403. The working condition agreement is effective until FY 2021.

All 187 employees are covered by the Compensation Agreement for Compensation Units 1 & 2 which is effective through FY 2021.

- Please provide, for each union, the union leader's name, title, and his or her contact information, including e-mail, phone, and address if available.

  Response: See below union contact information.

  Gina Walton, President, AFGE Local 1975
  95 M Street, SW, 2nd Floor
  Washington, DC 20032
  (202) 729-7146 (O)
       (443) 787-9214 (c)
  afge1975dmv@yahoo.com

  Benjamin Bryant, AFGE Local 1403
  441 4th Street, NW, 6th Floor
  Washington, DC 20001
  (202) 724-6652 (O)
  (856) 651-8780
  benjamin.bryant@dc.gov

- Please note if the agency is currently in bargaining and its anticipated completion date.

  Response: N/A

9. Please identify all **<u>electronic databases</u>** maintained by your agency, including the following:
   - A detailed description of the information tracked within each system;
   - The age of the system and any discussion of substantial upgrades that have been made or are planned to the system;
   - Whether the public can be granted access to all or part of each system.

   Response: See table below.

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on Driver License/ID & Registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transaction with the DMV	18 years	Pending upgrades include enhancements for RPP issuances, interlock ignition devices process, Mobile application upgrade, and efficient hearing process.

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
e-TIMS	Ticket Processing System	Authorized DMV Users	Public is allowed to verify their own information during transaction with the DMV and email ticket alert service	25 years	RFP on street was cancelled to allow OCTO to procure a technical writer to create a comprehensive RFI to prospective vendors to develop a clearer scope of what a full-scale adjudication system should be in terms of process and technology.
EnviorTech	Inspection Station Results	Authorized DMV Users	None	4years	None
MIDS	Enhanced DL / ID digital picture system	Authorized DMV Users	None	6 years 3 months	Secure Credentialing RFP is currently in active solicitation status since 10/22/2019. Q&A and clarifications have been ongoing with participating vendors.
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with DMV	10.5 years	Pending upgrades to possibly include electronic reporting to insurance companies, commercial vehicle reporting, and web services with insurance companies for real-time insurance verification.
LMS	Employee Training System for tracking information	DMV Employees only	None	10.5 years	None
KTS	New Knowledge testing system	DMV Employees only	None	4 years 9 months	None
ARTS	Appointment and Road Test System	DMV Employees and Customers	Customers can use the system to schedule the road test appointments	3 years 4 months	None
DL/ID Mailing	DL/ID Card Mailing Status System	DMV Employees and Customers	Customer can verify if their Card was mailed	4 years 3 months	None
New Scanning/ Imaging System	In-house image database for scanned documents	DMV Employees only		12year 4 months	None

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Nemo-Q	New queuing system		Customer can verify the wait times using the system	2 year 10 months	None

10. Please describe the agency's procedures for investigating allegations of **<u>sexual harassment</u>** or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2019 and FY 2020, to date, and whether and how those allegations were resolved.

    Response:
    - The agency complies with the process outlined in the Mayor's Order 2017-313 Sexual Harassment, dated December 18, 2017, in investigating allegations of sexual harassment or misconduct committed by or against its employees.
    - FY 2019: No allegations were reviewed in FY2019.
    - FY2020: Two allegations were received in FY2020. They are as follows:
        - Allegation #1: An employee alleged that another employee made obscene comments regarding their physical attributes using offensive descriptive language. The allegation was investigated by the Sexual Harassment Officer, and found to be unsubstantiated.
        - Allegation #2: An employee alleged that another employee made sexually offensive statement and used homophobic slurs to verbally insult him. The allegation is currently under investigation by the Sexual Harassment Officer.

11. For any **<u>boards or commissions</u>** associated with your agency, please provide a chart listing the following for each member:
    - The member's name;
    - Confirmation date;
    - Term expiration date;
    - Whether the member is a District resident or not;
    - Attendance at each meeting in FY 2019 and FY 2020, to date.
    - Please also identify any vacancies.

    Response: See table below. (NOTE: The DMV Citizen Advisory Committee is still on **hold** due to the transition at the Director level. This initiative will be reviewed during FY20.)

Appeals Board	Emeka Chinagorom	Nadine Robinson	Wyndell Banks
	DMV Employee Member	Citizen Member	Attorney Member
Confirmation Date	April 1, 2019	June 22, 2009	October 20, 2014
Attendance FY19 (12 meetings)	100%	100%	100%
Attendance FY20(2 meetings)	100%	100%	100%
District Resident	Yes	Yes	No
Term Expiration	Not a term employee	January 28, 2021	October 15, 2020

12. Please list the **task forces and organizations**, including those inside the government such as interagency task forces, of which the agency is a member and any associated membership dues paid.

Response: DMV is a member of the following task forces and organizations:

- American Association of Motor Vehicle Administrators (AAMVA): AAMVA is a nonprofit organization developing model programs in motor vehicle administration, law enforcement and highway safety. The association also serves as an information clearinghouse in these areas and acts as the international spokesman for these interests. AAMVA represents all jurisdictions in North America. The membership dues are $5,214 for FY20.

- International Registration Plan, INC (IRP): The IRP's fundamental principle is to promote and encourage the fullest possible use of the highway system by providing apportioned payments of registration fees, based on the total distance operated in participating jurisdictions. The membership dues are $7,120 for FY20.

- AAMVA Autonomous Vehicles Best Practices Working Group: DMV's General Counsel is a member of this working group which researches the development, design, testing, use and regulation of autonomous vehicles and other emerging vehicle technology. Based on the group's research, a best practices guide was developed to assist AAMVA member jurisdictions in regulating autonomous vehicles and testing the drivers who operate them. There is no membership fee.

- AAMVA Driver Standing Committee Group: DMV's Driver Services Administrator is a member of this working group which will have the opportunity to influence policy, develop best practices and make recommendations on the issues that are most important to jurisdictions as they work towards the AAMVA vision of safe drivers, safe vehicles, secure identities, saving lives. There is no membership fee.

- AAMVA International Driver Examiner Certification (IDEC) Board: DMV's CDL Service Center Manager is a member of this board established to improve the efficiency and effectiveness of examining personnel, upgrade the professionalism of examiners, and establish standards to assist jurisdictions in their examiner training programs. There is no membership fee.

- Association of Ignition Interlock Program Administrators (AIIPA): AAIPA is a nonprofit organization improving traffic safety through the development and promotion of best practices, enhancement of program management, and provision of technical assistance to the Ignition Interlock community. The association serves as the industry resource on legislation & policy, program operations, education/training, and technology related to ignition interlock devices. The membership dues are $350 for FY20.

- Vision Zero Working Group: Vision Zero is a part of Mayor Bowser's response to the US Department of Transportation's Mayor's Challenge for Safer People and Safer Streets, which aims to improve pedestrian and bicycle transportation safety by showcasing effective local actions, empowering local leaders to act, and promoting partnerships to advance pedestrian and bicycle safety. There is no membership fee.

- Autonomous Vehicles Group: The District has created a working group related to automated safety technology, such as autonomous vehicles, which is directed by the Deputy Mayor for Planning and Economic Development. The group ensures all relevant District agencies and Council work together to formulate a cohesive legislative and regulatory framework for the arrival of autonomous or self-driving vehicles with clear lines of communication be clearly established. There is no membership fee.

13. What has the agency done in the past year to make the activities of the agency more **transparent** to the public?

Response: Most DMV policies, procedures and regulatory requirements are available on our website at dmv.dc.gov, which is updated regularly to provide the public with the latest information and updates. During FY19, we continued to communicate with the public about critical information via social media, live web chats, press releases, community listservs, emails (monthly e-newsletters and notices), and public service announcements. DC DMV attended press events and ANC and community meetings where we spoke to residents about current initiatives and REAL ID, helping them to

better understand what documents are needed to obtain a REAL ID driver license or identification card.

Specifically, DMV provided representation at the following events, listed below:

Press Events (2)

• October 1, 2019 – REAL ID Press Event at DCA (Focused on TSA leadership)
• November 14, 2019 – REAL ID Press Event at DCA (Focused on regional DMV's in DC, MD, VA)

ANC/Community Meetings (3)
• November 12, 2019 - Ward 8 PSA 702 Community Meeting
• November 14, 2019 - Ward 4 Mini Commission on Aging Community Meeting
• January 6, 2020 - ANC 4B06 Constituent Meeting

Additional Events:

The Mayor's 20th Annual Senior Holiday Celebration
Wednesday, December 12, 2018 10:00 AM-2:00 PM
DC Armory, 2001 East Capitol St. SE

Shawn Perry's Senior Spa Day
Friday, January 25, 2019 10:00 AM-2:00 PM
Emery Heights Recreation Center, 5701 Georgia Avenue, NW - Ward 4

Mayor Bowser's Open House
Monday, Feb. 4, 2019, 5pm-8pm
Wilson Building, 1350 Pennsylvania Ave, NW

Mayor's 8th Annual Senior Symposium
Wednesday, June 19, 2019 8:00 AM-4:00 PM
Ballou High School, 3401 4th Street, SE - Ward 8

The Mayor's 21st Annual Senior Holiday Celebration
Thursday, December 19, 2019 9:00 AM-2:00 PM
DC Armory, 2001 East Capitol St. SE

Additionally, the agency's FY19 Performance Accountability Report and FY20 Performance Plan are available on the City Administrator's website.

14. How does the agency solicit **feedback** from customers? Please describe.

Response: DMV solicits customer feedback through customer surveys, DMVgrade.dc.gov, Twitter, Facebook, ANC and community meetings and listservs, live web chats, its website, "Ask the Director," dmv@dc.gov, GovDelivery E-Blasts, and emails sent directly to customers from DMV staff.

Feedback is also received through direct DMV customer interactions/ correspondence, 311 service requests, media inquiries, the Mayor's Office, and Councilmembers' Offices.

- What is the nature of comments received? Please describe.

   Response: DC DMV receives feedback from customers who have questions about obtaining a REAL ID driver license or identification card, how to register and title a vehicle, how to contest tickets, and other general services questions. Additionally, customers thank staff for providing them with a positive experience. They often post a tweet on Twitter and share their interactions publicly on social media. Customers also comment on experiences that did not meet their expectations.

- How has the agency changed its practices as a result of such feedback?

   Response: DC DMV makes changes to its website and internal customer service policies based on feedback from its customers. We add information to the website and/or rewrite information to make it easier for customers to understand the process and know what documents they need to successfully complete their transactions. We also include customer process issues in our weekly employee training as reminder topics to ensure consistency in information. Additionally, we share customer feedback with other agencies that answer questions from the public pertaining to DC DMV.

15. What has the agency done to reduce agency **energy use** in FY 2019? Did the agency's energy use increase or decrease in FY 2019? Please identify how much energy use increased or decreased in terms of kwH and therms, and what percentage increase/decrease that is compared to FY 2018.

   Response: The District's Department of General Services (DGS) has responsibility for all District-owned and leased facilities. In an effort to minimize energy costs, the external building lights at our Southwest Service Center location were replaced with high-efficiency LED lights.

16. Please complete the following chart about the residency of **new hires**:

Number of Employees Hired in FY 2019 and FY 2020, to date		
Position Type	*Total Number*	*Number who are District Residents*
Continuing	25	19
Term	1	1
Temporary	0	0

Number of Employees Hired in FY 2019 and FY 2020, to date		
Position Type	*Total Number*	*Number who are District Residents*
Contract	0	0

17. Please provide the agency's FY 2019 Performance Accountability Report.

   Response: See attached FY2019 DMV Performance Accountability Report. (Attachment C)

   B. BUDGET AND FINANCE

18. Please provide a chart showing the agency's **approved budget and actual spending**, by division, for FY 2019 and FY 2020, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

   Response: See tables below.

FY 2019 Budget vs. Actuals				
Year End				
Program	**Budget**	**Actuals**	**Variance**	**Explanation**
Agency Management	$ 7,017,846.82	$ 6,994,287.85	$ 23,558.97	Vacancy lapse
Agency Financial Operations	692,289.04	726,102.96	(33,813.92)	Offset by Agency Management/ Adjudication vacancy lapse
Adjudication	14,731,503.94	14,282,194.69	449,309.25	Vacancy lapse/lower fixed costs (security)
Vehicle Services	9,473,115.54	8,433,837.98	1,039,277.56	Surplus Inspection Station revenue
Driver Services	9,142,255.71	8,999,368.03	142,887.68	Lower fixed costs (security)
Technology Services	4,491,273.28	4,337,609.18	153,664.10	Lower fixed costs (security)
Total	**$ 45,548,284.33**	**$ 43,773,400.69**	**$ 1,774,883.64**	

FY 2020 Budget vs. Actuals
Thru November End

Program	Budget	Actuals	Variance	Explanation
Agency Management	$ 7,352,545.17	$ 1,724,506.46	$ 5,628,038.71	Expenditures on target
Agency Financial Operations	679,245.26	120,741.91	558,503.35	Expenditures on target
Adjudication	12,875,152.31	3,723,938.04	9,151,214.27	Expenditures on target
Vehicle Services	10,681,413.63	2,813,911.52	7,867,502.11	Expenditures on target
Driver Services	8,678,982.81	2,357,966.87	6,321,015.94	Expenditures on target
Technology Services	4,499,123.53	2,721,033.78	1,778,089.75	Expenditures on target
Total	**$ 44,766,462.71**	**$ 13,462,098.58**	**$31,304,364.13**	

19. Please list any **reprogrammings**, in, out, or within, related to FY 2019 or FY 2020 funds. For each reprogramming, please list:
   - The reprogramming number;
   - The total amount of the reprogramming and the funding source (i.e., local, federal, SPR);
   - The sending or receiving agency name, if applicable;
   - The original purposes for which the funds were dedicated;
   - The reprogrammed use of funds.

Response: See tables below.

FY 2019 Reprogrammings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprograming Purpose of Funds	Amount
Within	Personnel	Local	BJKCREP9	Pay anticipated judgement related costs.	240,000.00
Out	Personnel	Local	BJKVCR19	Assist Department of Consumer and Regulatory Affairs (DCRA) with IT spending pressure.	(306,000.00)
Out	Pay credit card	Local	BJSUPP19	Reprogrammed as per FY19	(1,381,606.00)

FY 2019 Reprogrammings					
In, Out, Within	**Original Purpose of Funds**	**Type of funds**	**SOAR Document Number**	**Reprograming Purpose of Funds**	**Amount**
	Merchant Fees			Legislative Support Act (B23-0205)	
Within	Personnel	SPR	BJKVREP8	Fund launch of DMV data warehouse development project	140,000.00
				Total	**$ (1,307,606.00)**

FY 2020 Reprogrammings					
In, Out, Within	**Original Purpose of Funds**	**Type of funds**	**SOAR Document Number**	**Reprograming Purpose of Funds**	**Amount**
	NONE				

20. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2019 and FY 2020, to date, including:
   - Buyer agency and Seller agency;
   - The program and activity codes and names in the sending and receiving agencies' budgets;
   - Funding source (i.e. local, federal, SPR);
   - Description of MOU services;
   - Total MOU amount, including any modifications;
   - The date funds were transferred to the receiving agency.

   Response: See attached FY2019 and FY2020 DMV Intra-District Transfers (Attachments D & E)

21. Please provide a list of all **MOUs** in place during FY 2019 and FY 2020, to date, that are not listed in response to the question above.

   Response: All MOUs reflected in response to question #20.

22. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2019 and FY 2020, to date. For each account, please list the following:
   - The revenue source name and code;
   - The source of funding;
   - A description of the program that generates the funds;
   - The amount of funds generated by each source or program in FY 2019 and FY 2020, to date;
   - Expenditures of funds, including the purpose of each expenditure, for FY 2019 and FY 2020, to date.

Response: See tables below.

FY 2019

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	2,936,281.67	2,922,613.92	PS Costs: 207,412 Supplies: 64,999; Fixed Cost: 529,011; Other Services and Charges: 971,167; Contractual Services: 1,150,025
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of $100.	25,000.00	25,000.00	Contractual Services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	6,552,220.64	5,483,162.22	PS Costs: 2,694,278; Supplies: 38,160; Fixed Costs: 1,405,760.74; Other Services and Charges: 719,107.61; Contractual Services: 453,236.38; Equipment: 172,619.48

FY 2020 – As of November 30, 2019

Code	Title	Source of Funding *(Who Pays?)*	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	143,627.65	64,025.22	PS Costs: 35,264.36; Supplies: 35,000.00; Fixed Cost: 243.22; Other Services and Charges: 28,517.64
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of $100.	13,400.00	-	Contractual Services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	1,004,157.00	472,847.71	PS Costs: 381,379.11; Other Services and Charges: 50,000.00 Contractual Services: 41,468.60

23. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:
   - A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes);
   - The amount of capital funds available for each project;
   - A status report on each project, including a timeframe for completion;
   - Planned remaining spending on the project.

Response: See table below.

KV0-DEPARTMENT OF MOTOR VEHICLES										

KV0-DEPARTMENT OF MOTOR VEHICLES										
Capital Projects Activity *(As of December)*										
Project No	Project Title	Project Description	Approp Fund	Agcy Fund	Budget	FY 2019 Comm	FY 2020 Comm	Available Budget	Project Status	Planned Remaining Spending
MVS16C	DESTINY REPLACE-MENT PROJECT	The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for a modernized, state-of-the art licensing and registration system. DMV seeks to acquire contract services for the development, customization, and systems integration through the issuance of a Request for Proposal (RFP) for new application software for the web-based motor vehicle's system.	0300	0300	8,000,000	.	1,589,670 .	6,410,330 .	OCTO is working on the Destiny Modernization project. To begin phase 1, we signed the MOU with OCTO on 11/4/19.	To kick off the project, $1.5million was transferred to OCTO. The project re-scope will focus on making the current licensing/ registration system web-based so DMV personnel can make changes to the data-base without the need to wait for the programmers to make the change. Additionally, the programmers have indicated they need to stabilize the system platform with the latest technology.

KV0-DEPARTMENT OF MOTOR VEHICLES
Capital Projects Activity *(As of December)*
Project No	Project Title	Project Description	Approp Fund	Agcy Fund	Budget	FY 2019 Comm	FY 2020 Comm	Available Budget	Project Status	Planned Remaining Spending
TPS01C	TICKET PROCESS-ING SYSTEM	The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution	0300	0300	5,500,000	0	289,670	5,210,330	Based on OCTO recommendation, we have put a BPR contract (Business Process Re-engineering) on the street.	Our expectation is OCP will issue the award for BPR by end of January 2020. BPR work is expected to take 90 days. The output of this BPR process will be the RFI for ticket processing. Our expectation is that OCP will put that RFI on the street by June 2020.
				TOTALS	13,500,00		1,879,340.	11,620,660		

24. Please provide a complete accounting of all **federal grants** received for FY 2019 and FY 2020, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2019, the amount of any unspent funds that did not carry over.

    Response: None.

25. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2019 and FY 2020, to date. For each contract, please provide the following information, where applicable:
    - The name of the contracting party;
    - The nature of the contract, including the end product or service;
    - The dollar amount of the contract, including budgeted amount and actually spent;
    - The term of the contract;
    - Whether the contract was competitively bid or not;
    - The name of the agency's contract monitor and the results of any monitoring activity;
    - Funding source;
    - Whether the contract is available to the public online.

    Response: See attached DMV FY2019/2020 Major Contracts (Attachment F)

26. Please provide the details of any **surplus** in the agency's budget for FY 2019, including:

  ▪ Total amount of the surplus;
  ▪ All projects and/or initiatives that contributed to the surplus.

Response: Refer to response to question #19.

C. LAWS, AUDITS, AND STUDIES

27. Please identify any **legislative requirements** that the agency lacks sufficient resources to properly implement.

Response: None.

28. Please identify any statutory or regulatory **impediments** to your agency's operations or mission.

Response: None.

29. Please list all **regulations** for which the agency is responsible for oversight or implementation. Where available, please list by chapter and subject heading, including the date of the most recent revision.

Response: DCMR Title 18, Vehicles and Traffic, as indicated in table below. The information does not include any amendments that DDOT may have promulgated.

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER LICENSES	9/27/2019
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	01/04/2019
4	MOTOR VEHICLE TITLE AND REGISTRATION	9/27/2019
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	08/11/2017
7	MOTOR VEHICLE EQUIPMENT	01/04/2019
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINSTRATIVE HEARINGS	11/30/2018
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	COMMERCIAL DRIVER LICENSES AND COMMERCIAL LEARNER PERMITS	10/16/2015
22	MOVING VIOLATIONS (In conjunction with DDOT)	08/11/2017

Chapter #	Chapter Title	Amendment Date
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	11/30/2018
99	DEFINITIONS	01/04/2019

30. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2019 that significantly affect agency operations or resources.

   Response: None.

31. Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2019. Please state the status and purpose of each study.

   Response: See table below.

DC DMV Studies, Research Papers and Analyses			
Fiscal Year	Agency	Description	Status
FY19	DMV Vehicle Services	Synchronize inspection and registration dates so that customers are no longer confused by the two different dates	After completing the necessary research, it was determined this project not feasible at the moment

32. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2019 and FY 2020, to date.

Response: See table below.

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	**Agency**	**Description**	**Status**
FY19	Federal Motor Carrier Safety Administration	Triennial audit of commercial driver license program	Completed
FY19	DMV Service Integrity	Fraud with DC dealers	Completed Identified theft cases were closed. Dealer investigation was closed. Recovered altered titles.
FY19	DMV	D.C. Resident Survey Report	Completed. Conducted by the Office of the DC Auditor (ODCA), DMV was highlighted as having two-thirds of residents surveyed, reporting excellent service, and a 33% increase in customer ratings of "excellent", and "good" service, over a 20-year span.

33. Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.

Response: See below information.

DC DMV Recommendations			
Fiscal Year	**Agency**	**Description**	**Status**
FY18	DC Auditor	Out of State Registration Fund	Completed

DMV has complied with the two DMV-related recommendations to provide DFHV with quarterly reconciliations of revenue collected in the fund and to send revenue directly to DFHV's Consumer Service Fund to eliminate the need for a MOU. |

34. Please list any **reporting** requirements required by Council legislation and whether the agency has met these requirements.

Response: See below information.

1) DC Official Code § 50-1002: Annual report regarding traffic violation convictions for previous year received by the District and sent by the District from other jurisdictions as well as the number of suspensions and revocations is due every June 30th.

Response: DMV has met the requirement.

(2) DC Official Code § 50-2301.08: Annual report on parking and traffic enforcement for previous year including information concerning hearing examiners, the number of infractions issued; the number of answers filed for moving, parking, standing, stopping and pedestrian violations; the number of NOIs for which sanctions were imposed; number of NOIs issued to lessors; the number of appeals filed with TABB; the number of appeals filed with Superior Court; the number of appeals filed with District Court of Appeals; the number of vehicles towed and booted; the total revenues generated; and the number of requests for reconsideration.

Response: DMV has met the requirement.

(3) DC Official Code § 50-2301.11: Study of parking infraction adjudication and whether adjudication should be transferred.

Response: The agency discussions previously referenced in last year's performance oversight questions were stalled based on the Office of Administrative Hearings' (OAH) inability to maintain the ticket processing contract current staffing levels. Recent

agency discussions recommend OAH requests two personnel resources during the FY21 budget process such that the DMV adjudication function can be transferred in FY21.

(4) DC Official Code § 50-2302.01 (Miscellaneous Notes): The Mayor shall report and make recommendations as to whether District should implement remediation and deferred disposition program.

Response: DMV is scheduled to meet this requirement by September 30, 2020.

(5) DC Official Code § 50–1951.03: Publication of moving infraction data. Shall only apply on inclusion of fiscal effect in an approved budget and financial plan.

Response: DMV has met this requirement.

(6) FY17 BSA of 2016 (A21-488): On or before March 30, 2018, DMV shall submit a written report to the Council evaluating the Inspection Station self-service kiosk pilot program's operations.

Response: Due to the kiosk being only recently implemented (November 15, 2019), DMV was not able to meet this timeline. DMV will be able to meet this requirement by September 30, 2020.

35. Please list all pending **lawsuits** that name the agency as a party, and provide the case name, court where claim was filed, case docket number, and a brief description of the case.
Response: See list below.

    FY2020
    - **Mohamed Medhi Zorgani and Soukaina Laasirl v. DC, US District Court Case No. 17-cv-02360-EGS:**
      The complaint alleges plaintiff Zorgani was improperly arrested after DMV records incorrectly reflected his driver license was suspended for failure to pay a moving violation. Plaintiff Laasari is claiming severe emotional distress. The parties are awaiting ruling on the District's motion to dismiss the case.

    - **Ashely Early, Case No. 2019 CA 006507:**
      Customer alleged abuse of process because DMV refused to issue her a DC driver license. Customer refused to surrender MD driver license. Initial Scheduling Conference on 1/10/20.

    - **Dennis Sobin, Case No. 2019-CV-02580:**
      Customer alleges DMV's implementation of its tag surrender regulation is unconstitutional. Customer stated that he disposed of his vehicle for salvage and threw the tags out. The tags then began accumulating tickets.
      DC filed motion to dismiss on 12/10/19.
    - **Richard Jones, Case NO 2019 CA 06982:**

Customer filed suit requesting DMV restore his license. DMV was unable to identify the individual is without further information, such as date of birth, social security number, etc.

36. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY 2019 or FY 2020, to date, including any covered by D.C. Code § 2-402(a)(3), and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

    Response: See list below.

    FY19-FY20:

    - A former employee filed a discrimination complaint against DMV claiming retaliation (discharge). The matter was resolved through the Office of Human Rights ("OHR") mediation by payment of the sum of $50,000.

    - An employee filed a discrimination claim based on sex. The matter was resolved through OHR mediation by granting the employee two weeks of administrative leave and agreeing to create a Standard Operating Procedure pertaining to nursing mothers.

37. Please list any **administrative complaints or grievances** that the agency received in FY 2019 and FY 2020, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY 2019 or FY 2020, to date, describe the resolution.

    Response: See list below.

    UNION GRIEVANCES

    - A grievance was filed by AFGE Local 1975 on behalf of several hearing examiners pertaining to overtime issues. The process used was pursuant to the Collective Bargaining Agreement. Arbitration took place on February 26, 2018. The arbitrator ruled in favor of the Union on the merits and denied attorney's fees to the Union. Both parties appealed to the Public Employment Relations Board (PERB) which ruled in favor of the Union on the merits. The Parties are negotiating the actual settlement amounts.
    - A grievance was filed by AFGE Local 1975 on behalf of hearing examiners pertaining to the process of how they are assigned hearings. The parties are awaiting a date for Impact & Effect bargaining.

OFFICE OF HUMAN RIGHTS (OHR)

As it relates to the Language Access Act, DMV continues to provide employee training in new hire orientation and once a month during Wednesday training sessions. Additionally, all DMV employees received language access and cultural competency training during February-March 2019.

- A now former DMV employee filed a Charge of Discrimination with the Office of Human Rights claiming failure to accommodate due to Terms and Conditions (age, sex, and disability) and retaliation (discipline). DMV denied the allegations. A mediation was held which did not resolve the matter. OHR ruled in favor of DMV on all counts except one. DMV is awaiting a hearing date on that one count.

- Customer filed a discrimination complaint based on language access. OHR found in favor of DMV as to one incident and found in favor of complainant concerning a second incident for which DMV was deemed to be in non-compliance. DMV has requested reconsideration on the non-compliance finding.

- A former employee filed a discrimination complaint against DMV claiming retaliation (discharge). The matter was resolved through mediation.

- An employee filed a discrimination claim based on sex. The matter was resolved through mediation.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

- A former DMV employee filed a Charge of Discrimination with the EEOC regarding retaliation (i.e., termination from position). DMV denied the allegations and filed a motion to dismiss, which was granted.

D. **PROGRAM-SPECIFIC QUESTIONS**

38. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2018, FY 2019, and FY 2020 (as of January 1, 2020 or later). Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

Response: See table below.

2019-2020 DMV Adjudication Caseload Statistics

	FY 2018	FY 2019	FY 2020
			(thru 1/5/20)
Parking Citations			
Number of Citations Processed	1,417,001	1,467,876	385,615
Number of Requests for Adjudication Filed	160,625	166,855	74,183
Number of Cases Pending as of October 1	75,371	18,119	37,103
Number of Final Orders Issued	153,403	236,694	23,956
Number of Final Orders that Dismissed	54,928	83,291	8,866
Number of Final Orders that Affirmed	91,023	141,737	13,981
Moving Citations (issued by law enforcement)			
Number of Citations Processed	75,074	91,194	20,954
Number of Requests for Adjudication Filed	27,150	33,972	14,751
Number of Cases Pending as of October 1	3,861	7,534	7,424
Number of Final Orders Issued	24,177	18,527	5,841
Number of Final Orders that Dismissed	12,682	7,905	2,703
Number of Final Orders that Affirmed	11,185	10,283	3,082
Photo Citations (issued by photo enforcement cameras)			
Number of Citations Processed	1,227,525	1,310,740	272,194
Number of Requests for Adjudication Filed	91,286	98,133	66,573
Number of Cases Pending as of October 1	14,515	53,998	51,385
Number of Final Orders Issued	126,036	56,142	34,238
Number of Final Orders that Dismissed	32,815	11,877	7,690
Number of Final Orders that Affirmed	92,480	43,639	26,245
Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters)			
Number of Requests for Adjudication Filed	1,009	929	252
Number of Final Orders Issued	1,009	929	252
Number of Final Orders that Dismissed (Approved for Reinstatement)	431	474	141
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)	120	68	13
General			
Mean Length of Time Required to Close a Case (Filing to Final Order)	175 days	114 days	187 days
Number of Hearing Examiners	22	21	21
Mean Caseload per Hearing Examiner	12,233	10,375	2,271

2019-2020 DMV Adjudication Caseload Statistics

	FY 2018	FY 2019	FY 2020
			(thru 1/5/20)
Traffic Adjudication Appeals Board			
Number of Cases Pending as of October 1	6	49	55
Number of Final Orders Appealed	811	771	179
Number of Decisions Issued	711	704	181
Mean Length of Time Required to Close a Case	60 days	60 days	60
Number of Board Meetings	Biweekly	Biweekly	Bi weekly
****Collections***			
Number of Citations Processed	2,719,600	2,869,810	678,763
Value of Citations Processed	324,531,271	$375,916,124	$84,006,413
Number of Citations Paid	1,707,778	1,758,855	309,425
Number of Citations Paid to DMV pre-collections	1,707,778	1,758,855	309,425
Value of Citations Paid to DMV pre-collections	$156,072,848	$172,490,068	$29,892,759
Number of Citations Paid to Outside Collectors (This is an OCFO function; data provided by OCFO vendor)	219,703	164,717	53,359 (thru 12/30/19)
Value of Citations Paid to Outside Collectors (This is an OCFO function; data provided by OCFO vendor)	35,174,148	34,872,934	$6,204,530.98 (thru 12/30/19)
Number of Citations Paid through the Ticket Amnesty Program	**N/A**	**N/A**	**N/A**
Value of Citations Paid through the Ticket Amnesty Program	**N/A**	**N/A**	**N/A**
Number of Unpaid Citations	871,453	971,913	348,236
Value of Unpaid Citations	$139,281,885	$177,387,958	$48,709,871
Value of Unpaid Citations Owed by District Residents	$28,615,543	$34,364,288	$10,851,426
Value of Unpaid Citations Owed by Maryland Residents	$59,662,386	$74,298,443	$19,275,952
Value of Unpaid Citations Owed by Virginia Residents	$31,512,322	$44,745,936	$12,167,784
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	$19,491,634	$23,979,291	$6,414,708
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**NOTE: 2018 data has been adjusted due to internal audit.			

39. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2018, FY 2019, and FY 2020, to date (*i.e.* ticket submitted late for processing, etc.).

Response: See table below.

Dismissal Reason	FY18	FY19	FY20 (thru 1/5/20)
Dismissed on merits- legal defense to ticket provided (dispo 24)	49,115	31,218	6,316
Ticket dismissed based on 15-year discharge policy (dispo 137)	355,040	368,286	93,902
Ticket submitted late for processing (dispo 106)	20,281	19,746	2,276

40. Please provide the five most common legal defenses leading to dismissal on the merits of a parking, moving, or automated traffic enforcement ticket in FY 2018, FY 2019, and FY 2020, to date.

Response: See table below.

Dismissal Reason	FY18	FY19	FY 20 (thru 1/5/20)
Multiple Vehicles*	12,585	2,781	1,881
Park Mobile Receipt	7,253	14,822	1,161
ROSA Exemption	3,767	3,576	387
Officer Absent	3,184	3,573	913
Poor Image *	6,903	3,436	2,253

*Relates to photo enforcement tickets

41. Please answer the following questions as to parking tickets.
   - What percentage of parking tickets are not responded to before day 30? By day 60? Please provide data on FY 2018, FY 2019, and FY 2020 to date.

      Response: See table below.

	No response by day 31	No response by Day 61
FY18	46%	16%
FY19	47%	16%
FY20 (thru 1/5/2020)	45%	12%

   - How many parking tickets are currently outstanding? What is the total dollar amount of those tickets?

      Response: See table below.

	FY18	FY19	FY 20 (thru 1/5/20)
Total Parking Tickets Outstanding	259,530	373,168	173,805
Total Dollar Amount	$36,694,013	$51,296,228	$17,298,067

   - According to DMV's responses last year, at 121 days after a ticket has been issued, any challenge to the ticket is considered untimely. If DMV learns 121 days after the ticket has been issued that the ticket was mailed to the incorrect address, because of a typo or other issue, can the ticket still be adjudicated?

      Response: DMV would first review the ticket to determine if the answer period is 1-year, pursuant to the Traffic Adjudication Amendment Act. If the ticket does not fall within the 1-year exception period and DMV learns after 121 days that the ticket was not mailed to the DMV address of record, DMV would accept the adjudication request for exception processing i.e., the adjudication request would be reviewed by a hearing examiner.

42. Please provide an update on the implementation of the Real ID Act of 2005.

Response: **Response**: As of May 1, 2014, the DC DMV's credentials complies with the federal REAL ID laws and security standards, to improve the reliability and accuracy of driver licenses and identification cards. Per the U.S. Department of Homeland Security's Transportation Safety Administration (TSA), effective October 1, 2020, every air traveler 18 years of age and older will be required to have a REAL ID compliant driver license, identification card, or another acceptable form of identification to fly within the United States. For more information, visit https://www.tsa.gov/real-id.

To ensure all District residents have an opportunity to become REAL ID compliant, DC DMV established (October 21, 2019) special hours that are available by appointment only for DC residents whose driver license or identification card **expires on or after October 1, 2020;** everyone else will have the opportunity to become compliant during their normal renewal cycle before the deadline. DC DMV is taking a phased approach during FY2020 to complete the early renewal process and notified all eligible credential holders by mail and email of the early renewal option. DC DMV use envelopes with red lettering on the front stating, "REAL ID Early Renewal Notification" when communicating with via mail. The letters and emails sent out contained important information with specific instructions on how to schedule appointments for the early renewal process. The notifications also provided links to the agency's website so that individuals would know exactly what documents to bring to their appointment to show proof of identity, proof of Social Security number, and proof of DC residency. Since residents that are eligible for the early renewal process still have additional time remaining on their current credential, their fees are being prorated when they complete their renewal.

As of January 16, 2020, eighty-two percent (82%) of all DC credentials are REAL ID compliant. Every DC resident will have an opportunity to apply for a REAL ID credential before October 1, 2020.

43. What is the average length of time for tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system?

   Response: 24 hours

   ▪ What percentage of parking tickets issued by District agencies are via a handwritten ticket?

   Response: Please see table below.

	FY18	**FY19**	**FY 20 (thru 11/30/19)**
Percentage of handwritten parking tickets	4.26%	3.68%	2.91%

44. When a handwritten ticket is issued, often by WMATA or federal law enforcement agencies, what is the average length of time for such information to be uploaded into the DMV's ticket processing system?

   Response: Please see table below.

Reconsideration Results	FY18	FY19	FY 20 (thru 1/5/20)
Average length of time tickets uploaded	12.15 days	10.48 days	9.1 days
Average length of time tickets uploaded and dismissed due to late NOI	35 days	30.25 days	24.5 days

45. If a law enforcement agency has up to 15 days to submit a handwritten ticket, and the DMV's vendor takes up to 3 business days to manually enter the ticket information, the ticket recipient would have only as 12 days' notice of the ticket before the fine would double.

   ▪ Is this correct?

     Response: No, DMV has programmed the ticket system with a 5-day buffer to account for data entry time and other process delays to avoid reducing the time the recipient has to respond.

   ▪ Is DMV considering changes to how notice is provided to ensure ticket recipients have appropriate notice of a handwritten ticket before fines increase?

   ▪ **Response:** DMV stands ready to partner with parking and law enforcement entities to help implement any strategy they might have for sending notices to ensure recipients of their handwritten tickets are notified before fines increase. Notwithstanding, in 2018, DMV created an application (Ticket Alert Service – TAS) which individuals can sign up for to alert them of tickets issued to their vehicles or driver license in near real time. With a TAS account, you will also receive notification (email or text) before a ticket fine doubles and when your vehicle becomes boot eligible. TAS is free of charge and so far over 70,000 TAS accounts have been created.

46. Please provide the following information about each panel of the Traffic Adjudication Appeals Board (TAAB):
   ▪ The name, panel number, and whether the member is an OAG employee, DMV employee, or citizen member.

Response: Please see table below.

Panel #	DMV Employee Member	Citizen Member	Attorney Member (OAG)
Board 1	Emeka Chinagorom	Nadine Robinson	Wyndell Banks

- Any current vacancies on a panel (and when the Department anticipates filling such vacancies)

    Response: No, there are no vacancies on TAAB.

47. Please provide the number of adjudications processed in FY 2018, FY 2019, and FY 2020 to date, broken down by category (in-person, online, and mail).

    Response: See table below.

Source	FY18	FY19	FY 20 (thru 1/5/20)
In-person	59,219	63,745	17,187
Mail	80,682	106,797	18,442
Online	163,715	140,821	28,406

48. What percentage of DMV in-person transactions in FY 2019 required use of the language line for translation services?

    Response: The percent of DMV in-person transactions that required the use of the Language Line in FY 2019 was 0.8%.

    - Were there instances in FY 2019 or FY 2020 to date where the language line for translation services was unavailable when needed or unable to provide translation services for a particular language?

        Response: In FY 2019, the DMV made 5,097 calls to Language Line. Each call represents a customer that needed translation services. There were some delays in getting translators, but we did not have any instance when we were unable to provide translation services.

49. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2018, FY 2019, and FY 2020, to date.

    Response: The average length of time required to close a case from filing to final order was 175 days in FY18, 114 days in FY19, and 174 days in FY20 as of 11/30/19.

50. Please provide the number of requests for reconsideration upon a finding of liability in FY 2018, FY 2019, and FY 2020 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

Response: See table below.

Reconsideration Results	**FY18**	**FY19**	**FY 20** (thru 1/5/20)
Reconsider Received	11,729	12,024	3,150
Reconsider - Upheld	9,436	8,867	2,426
Reconsider - Dismissed	2,293	3,157	724

Numbers include cases received in FY18 and decided in FY19

51. Please provide the average time from an appeal of a hearing examiner's order to final disposition by a panel of the Traffic Adjudication Appeals Board in FY 2018, FY 2019, and FY 2020, to date.

Response: The average time from appeal of a hearing examiner's decision to issuance of a final order by an Appeals Board was 60 days in FY18, 60 days in FY19 and 60 days in FY20 as of 12/18/19

▪ Please describe the agency's efforts to reduce this timeframe.

Response: DMV's performance goal is to respond to appeals within 90 days of receipt.   DMV has exceeded this goal by maintaining a response time of no more than 60 days for the past two years. While we are very pleased to be exceeding our performance goal, DMV always endeavors to provide the best customer service. As such, we will continue to evaluate whether there are any ways to improve processes to become even more efficient.

52. How many vehicles were titled/registered in the District in FY 2018, FY 2019, and FY 2020, to date?

Response: See table below.

Vehicles Titled/Registered	
Fiscal Year	**Vehicles Titled/Registered**
FY18	79,991
FY19	74,013
FY20 (as of 12/31/19)	17,362

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2019.

    Response: See table below.

FY 2019 Tag Type	Total
ALPHA KAPPA ALPHA TAGS	4
ALPHA PHI ALPHA FRATERNITY TAGS	1
ANACOSTIA RIVER COMMEMORATIVE TAGS	619
BREAST CANCER AWARENESS TAGS	127
BUS TAGS	714
CLERGY TAGS	2
COMMERCIAL TAGS	718
DC GOVT TAGS	569
DC LODGE TAGS	24
D.C. WOMEN VETERANS SPECIALTY TAGS	13
DEALER TAGS	344
DELTA SIGMA THETA TAGS	1
DISABILITY MOTORCYCLE TAGS	1
DISABILITY TAGS	401
DISABLED AMERICAN VETERAN TAGS	56
DISABLED VETERAN TAGS	13
DONATE A LIFE TAGS	11
FIRE FIGHTER TAGS	24
FLORIDA A & M UNIVERSITY	2
HISTORICAL TAGS	230
KAPPA ALPHA PSI FRATERNITY	2
LIMOUSINE TAGS	18
LOW TAGS	811
MASONIC FOUNDATION OF WASHINGTON DC	1
MOTORCYCLE TAGS	966

FY 2019 Tag Type	Total
MOTORCYCLE TEMPORARY TAGS	**15**
MOTOR DRIVEN CYCLE TAGS	**607**
OFFICE OF VETERANS AFFAIRS TAGS	**86**
PERSONALIZED TAGS	**618**
PORSCHE CLUB OF AMERICA	**1**
RENTAL TAGS	**2046**
STANDARD TAGS	**60920**
TAXI TAGS	**283**
TEMPORARY TAGS	**4827**
TRAILER TAGS	**250**
VETERANS OF FOREIGN WARS OF US	**2**
WASHINGTON NATIONALS	**296**
WWW TAGS	**170**

- ▪ Please provide the total number of hybrid, electric, and alternative fuel vehicles that are currently registered in the District, and the number that were newly registered in FY 2018, FY 2019, and FY 2020, to date. Of these, please indicate how many belong to the District government.

Response: See tables below.

Vehicles Newly Registered						
Fuel Type	**FY18**	**FY18 DC Gov't**	**FY19**	**FY19 DC Gov't**	**FY20 (as of 12/31/19)**	**FY20 (as of 12/31/19) DC Gov't**
Electric	376	16	1131	7	197	0
Flex	3,932	358	3,236	304	756	8
Hybrid	2784	52	2,942	32	819	31

Vehicles Currently Registered		
Fuel Type	**FY19**	**FY20 (as of 12/31/19) DC Gov't**
Electric	1,918	2,082
Flex	16,453	16,400
Hybrid	14,467	14,725

53. Please provide the number of active "H" tags and "L" tags in FY 2018, FY 2019, and FY 2020, to date.

Response: See table below.

Tag Type	FY18	FY19	FY20(as of 12/31/2019)
H Tags Active	5,434	4,485	4,348
L Tags Active	200	172	179

54. Please provide the number of "H" tags and "L" tags issued (excluding renewals) in FY 2018, FY 2019, and FY 2020, to date.

Response: See table below.

Tag Type	FY18	FY19	FY20 (as of 12/31/2019)
H Tags Issued	281	283	53
L Tags Issued	29	18	11

55. Please provide the number of vehicles registered in the District as a "motor-driven cycle."

Response: 781 motor vehicles are currently registered as motor-driven cycles as of 12/31/2019.

- When one applies for a "motor-driven cycle" registration, how does DMV determine whether the vehicle cannot reach a speed greater than 30 mph?

  Response: Upon registering motor driven cycles, DMV does not have a way to determine whether the vehicle can exceed speeds greater than 30 mph.

56. At last year's performance oversight hearing, DMV stated that it planned to attend a conference in May 2019, where the Agency planned to discuss whether motor-driven cycles should be classified as motorcycles with other jurisdictions.
- If DMV attended this conference, did the Agency settle on best practices for classifying motor-driven cycles?

  Response: DMV attended the AAMVA conference and discussed motor driven cycle classification, regulation and best practices with other jurisdictions. DMV

learned that most jurisdictions have different regulations which determine how the motor driven cycles are registered. Since the issue last year was how to handle restricted motor driven cycles, DMV decided not to propose changing the regulation but to use a form which will allow the registered owner to certify that the motor driven cycle that he/she is registering meets the definition of a motor driven cycle as set forth in 18 DC Municipal Regulation section 9901.1. Additionally, the owner indicates on the form if the cycle is derestricted or if the motor driven cycle is operated in excess of 30 mph. If the cycle is ever driven in excess of 30mph, the registered owner is required to notify DMV and have the vehicle re-registered accordingly.

- What other types of vehicles, other than mopeds, are often classified as motor-driven cycles?

  Response: Other types of vehicles that are often classified as motor-driven cycles are any motor vehicle that has:
  - (a)   A seat or saddle for the use of the operator and has;
  - (b)   Two or three wheels in contact with the ground;
  - (c)   A gas, electric, or hybrid motor with a maximum piston or rotor displacement of fifty cubic centimeters (50cc), or its equivalent, which will propel the device unassisted at a maximum speed no greater than thirty miles per hour;
  - (d)   A direct or automatic power drive system which requires no clutch or gear shift operation by the operator after the drive system is engaged with the power unit shall be classified as a motor driven cycle.

- Do you have similar concerns about how to classify other motor-driven cycles or vehicles? If so, what steps are you taking to identify best practices for those vehicles?

  Response: DMV does not have similar concerns about how to classify other vehicles.

57. Please provide the average wait time at each service center and the inspection station. Also, for each, please indicate the day of the week and time of the day that experiences the longest and shortest wait time and how long/how short those wait times are, on average.

Response: In general, lunch hours between 11am-1pm should be avoided by customers at all service centers and the Inspection Station on all days. Also, the end of the month and days before and after holidays are more crowded. The table below provides additional information for FY19 and FY20:

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes Tues at 12pm	4 minutes Sat at 11am
Georgetown Service Center	30 minutes	34 minutes Tue, 12-2pm	23 minutes Thurs, 8:15-10:15am
Benning Ridge Service Center	22 minutes	28 minutes Tues, 12-2pm	16 minutes Thurs, 8:15-10:15am
Rhode Island Service Center	32 minutes	34 minutes Wed, 1-3pm	28 minutes Thurs, 8:15-10:15am
Southwest Service Center	37 minutes	43 minutes Tues, 12-2pm	29 minutes Thurs, 8:15-10:15am

58. Please provide the number of limited purpose credentials issued (by month) since issuing of such credentials began, broken down by whether the credential is a limited purpose identification card or limited purpose driver's license.

Response: See table below.

Limited Purpose		
	Driver Licenses	**Identification Cards**
FY2014		
May	110	94
June	147	209
July	189	240
August	237	269
September	357	259
FY14 Total	**1,040**	**1,071**
FY2015		
October	341	271
November	389	321
December	422	273
January	388	255
February	362	184
March	397	216
April	411	164
May	264	156
June	249	172
July	276	242
August	288	230

Limited Purpose		
	Driver Licenses	Identification Cards
September	411	206
FY15 Total	**4,198**	**2,460**
FY2016		
October	452	207
November	298	177
December	353	220
January	330	162
February	392	163
March	444	181
April	549	252
May	522	245
June	518	272
July	389	136
August	902	453
September	676	398
FY16 Total	**5,825**	**2,866**
FY2017		
October	614	301
November	518	244
December	664	265
January	538	238
February	580	234
March	641	243
April	489	224
May	466	184
June	543	248
July	490	236
August	609	297
September	615	272
FY17 Total	**6,752**	**2,986**
FY2018		
October	631	242
November	648	227
December	511	216
January	499	183

Limited Purpose		
	Driver Licenses	**Identification Cards**
February	448	170
March	526	247
April	422	229
May	470	195
June	504	238
July	393	156
August	485	254
September	410	232
FY18 Total	**5,947**	**2,589**
FY2019		
October	557	271
November	444	158
December	445	215
January	465	198
February	416	189
March	567	265
April	446	200
May	434	194
June	438	177
July	397	135
August	452	150
September	359	139
FY19 Total	**5,420**	**2,291**
FY2020		
October	557	271
November	444	158
December	445	215
FY20 Total	**1,446**	**644**
Total to Date (thru Dec 31, 2019)	**30,628**	**14,907**

59. Please provide the current status of the following capital programs: (1) KV0-MVS16-Destiny Replacement Project; and (2) KV0-TPS01- Ticket Processing System. Please also provide the timeline for expected completion date of these programs.

Response:

- (1) Destiny Replacement Project: Due to delays in the project, OCA moved $4M of the original $6M for School Small Caps reprogramming. Working with OCTO, DMV has re-scoped the project and asked for additional funds to complete the project. The entire project will be developed in-house by OCTO. The project re-scope will focus on making the current licensing/ registration system web-based so DMV personnel can make changes to the data-base without the need to wait for the programmers to make the change. DMV signed the MOU with OCTO on 11/4/19. To kick off the project, $1.5million, was transferred to OCTO. Following the kickoff, OCTO (through coordination with DMV), conducted 10 "User Experience" meetings where users of the existing Destiny system were able to merge their subject matter expertise, along with OCTO's project managers, to discuss existing system issues, as well as features, characteristics, and capabilities they would like for the new system to have. Findings from the User Experience meetings will be compiled, vetted, and used as a foundation in developing specifications for Destiny's replacement. With the current scope, we anticipate the modernization effort will be completed by 2022. The effort will include such components as integration, testing, and a multi-phased roll-out.

- (2) KV0-TPS01 – Ticket Processing System – Working with OCTO and based on their recommendation, we have put a Business Process Re-engineering (BPR) solicitation on the street. Our expectation is OCP will issue the award for BPR by the end of January 2020. BPR work is expected to take 90 days. The output of this BPR process will be the Request for Information (RFI) for ticket processing. Our expectation is OCP will put the RFI on the street by June 2020, and the new system will be implemented by the end of 2022.

- Last year the DMV responded that the RFI for the Ticket Processing System was being written. Has it been reposted now, and if so, when?

  Response: Based on OCTO's recommendation, and working with them, we have put a BPR on the street. Our expectation is OCP will issue the award for BPR by the end of January 2020. BPR work is expected to take 90 days. The output of this BPR process will be the RFI for ticket processing that will hit the street by June 2020.

- Last year the DMV responded that the Program Manager position had not been filled. Has it been filled now?

  Response: DMV has not had any success in filling this position thru OCTO's pipeline system. We are continuing to work with OCTO to fill this position. Since FY2018, DMV posted Program Manager Positions through the pipeline system

twice, vetted through applicable candidates, and reached the offer phase as well. Unfortunately, with each offer, the prospective candidate's current employer countered with a significantly higher offer, which was outside the amounts budgeted for the position. We found there may have been an imbalance between the requirements of the position vs the salary we were offering (basically, we could not afford the level of candidates we were advertising to). As a resolution, we have reduced some of our requirements for the position to obtain qualified candidates, with a salary requirement that may be less than the previous candidates, which may give us more leverage in the case of a counter offer. We currently have another posting through the pipeline, which closes on January 17th. We should get information on qualified candidates to review by January 21st.

- What is the status of the RFP for the Ticket Processing System?

  Response: To solidify a comprehensive RFP, we have coordinated with OCTO and OCP to procure a BPR group. It is our intent these consultants will coordinate the development of a RFI. The results of the RFI will serve as the foundation in developing an RFP that fulfills the requirements of the District's Ticket Processing needs and creates a competitive solicitation that will attract a good amount of qualified vendors willing to compete for the contract. Our expectation is OCP will issue the award for the BPR consultants by the end of January 2020. Following project kickoff, the BPR group's work is expected to take approximately 90 days. The results of their process reengineering will result in a RFI for Ticket Processing which will be published for four months. During this four-month RFI period, prospective vendors will be able to ask questions, and we will be able to provide clarifications on the project, our expectations, and assist us in sharpening our scope. The results of the RFI will have the following benefits:
  1. We will have vendors already vested in participating in the RFP when it posts.
  2. We will have a comprehensive, sharper scope of work and set of requirements that are current and in-line with industry standards.

- What new strategies did DMV implement in FY 2019 to expedite completion of these projects?

  Response: For Destiny modernization, we coordinated with OCTO to begin the 10 User Experience Meetings which started during the end of FY2019, and throughout FY2020. These meetings serve as a foundation in building realistic requirements for the new system, which is critical, as the new system will be used daily by the individuals who participated in these meetings.

For Ticket Processing, we are in the final stages of procuring a BPR team to build requirements and formulate a comprehensive RFI which will lay the foundation to a comprehensive RFP.

- Has DMV hired a project manager for these projects?

    Response: See previous response.

60. What is the status of the self-service exhaust emissions testing pilot program funded by the Council in the FY 2017 budget? Last year, the DMV estimated that installation would be completed in June 2019. Has it now been completed? If not, please explain why.

    Response: Yes. On November 15, 2019, Mayor Muriel Bowser launched the District's first self-service kiosk that will allow District residents to perform their own vehicle emissions tests on a 24 hour, seven days a week basis.

    Operated by the DC Department of Motor Vehicles, the on-board diagnostic (OBD) emissions kiosk is located at the Takoma Recreation Center on 300 Van Buren Street, NW. The ATM-style kiosk includes touch screen technology, an integrated VIN bar code scanner, step-by-step audio support, and other user-friendly features. The kiosk is available for vehicle model years 2005 and newer.

    For vehicles that pass the self-inspection: (1) the kiosk will print a Vehicle Inspection Report (VIR) and a temporary paper inspection certificate to be displayed on the vehicle's dashboard; and (2) DC DMV will mail a two-year inspection sticker to vehicle owners. Residents with vehicles that fail the self-inspection will receive a message on the printed VIR.

61. The FY 2020 Budget Support Act ("BSA") raised the cost of residential parking permits in the District to $50 for a resident's first car, $75 for a second, $100 for a third, and $150 each for a fourth car and beyond. This new law went into effect on October 1, 2019.
    - It is the Committee's understanding that DMV is not currently charging these the rates for the residential parking permits. Why has DMV not implemented this new rate scheme?

        Response: Funding for this initiative was not available until the start of FY20. As such, the major programming needed to implement the required changes could not start until the funding was available.

    - When will DMV begin charging the new rates to those applying for a residential parking permit?

Response: Implementation is expected by September 2020.

- What effect will this delay have on anticipated revenue from the RPP program for FY 2020?

  Response: The OCFO is the best agency to answer this question as they were aware of the implementation timeline based on the availability of funding.

62. Last year, DMV stated that it was planning to install tablets at each work station to allow customers to fill out customer satisfaction surveys.
    - Have these tablets been installed?

      Response: No. DMV received funding at the start of FY20. The initiative is currently in-progress for implementation.

    - How many survey responses has DMV received, to date?

      Response: None. See response above.

    - Please provide the Committee with a summary of survey responses, to date.

      Response: N/A. See response above.

    - What policy or programmatic changes does DMV anticipate making in response to survey responses?

      Response: DMV will need to make upgrades to its queuing system to implement this initiative.

63. Last year, Director Robinson stated that one major issue facing DMV is customers presenting fraudulent documents when applying for a license. Did DMV implement any new policies or procedures in FY 2019 to facilitate uncovering fraudulent documents?

    Response: Yes. The Office of Service Integrity trained Service Center Management Teams on identifying and reporting fraud to investigators. DMV also created and implemented an online portal for customers to report fraud, and implemented the use of a Fraudulent Document Recovery Report for the Service Centers to direct incidents of suspected fraud along with the documents recovered directly to the Office of Service Integrity.

    - If DMV discovers someone using fraudulent documents, what steps does the Agency take in response? Does DMV contact law enforcement?

- **Response:** DMV investigates if the individual actually resides at the DC address on his or her application as well as any known prior addresses that may be in other jurisdictions. If fraud is believed, a "red-flag-alert" is put on the individual's DMV record, and the person is required to bring proof of DC residency and potentially proof of identity. In some cases, depending on the situation, DMV's investigators will interview the individual and/or conduct surveillance to determine where the person actually resides.

- What plans does DMV have in FY 2020 to further address this issue?

  Response: DMV is pursuing changes to the proof of residency certification requirements when a secondary individual certifies an applicant is living at their address. Additionally, the DMV has plans to strengthen its internal controls with the automated alerts when suspicious activities occur. DMV is also working to add more accountability and enforcement of consequences, within our control, when fraud has been proven. Finally, DMV is reviewing its legislative requirements for possible recommendations and changes that are needed to combat this issue statutorily.

64. Last year, DMV stated that the Agency was actively evaluating the DC DMV Citizen Advisory Committee, including consideration of whether to make changes to the Committee. Has DMV completed its evaluation?
    - Does DMV plan to make changes to the Committee?

      Response: Due to the transition to a new Director, this initiative was put on hold.

FY2020 DEPARTMENT OF MOTOR VEHICLES ORGANIZATION CHART

Ronald Pleasant
Agency Financial Officer

7FTEs

Gabriel Robinson
Director

269 FTEs

Budget Ops

2 FTEs

Accounting Ops

5 FTEs

Agency Management
Vanessa Newton
Associate Director
32 FTEs

Wanda Butler
Adjudication Services
Administrator
52 FTEs

Darnell Fountain
Vehicle Services
Administrator
63 FTEs

Joan Saleh
Driver Services
Administrator
104 FTEs

Technology
Amit Vora
Chief Information Officer
11 FTEs

Performance Management
Cherice Stanley Special Assistant To Director
1 FTE

Communications
James Miller, Public Information Officer
7 FTEs

Legal
David Glasser, General Counsel
2 FTEs

Agency Management
James Edwards Support Services Manager
18 FTEs

Training
Nina Jones. Training Specialist
1 FTE

Personnel
Odessa Nance
Human Resources Specialist
3 FTEs

Hearings
Cassandra Claytor, Supervisory Hearing Examiner
27 FTEs

Hearing Support
Ana Guzman, Hearing Support Manager
24 FTEs

Ticket Processing
Karen Tate, Quality Program Officer
1 FTE

SW Inspections
Greg Simpson, Service Center Manager
37 FTEs

Registration
Fabien Toussaint, Service Center Manager
25 FTEs

International Registration Program
Elaine Speller, Program Manager
1 FTE

Southwest
Rakonda Cobb, Service Center Manager
26 FTEs

Georgetown
Jacinta Ball, Service Center Manager
22 FTEs

Benning Ridge
Sheila McClan, Service Center Manager
18 FTEs

Rhode Island
Gregory Furr, Service Center Manager
24 FTEs

Brentwood
Calvin Dyson
14 FTEs

Posn Nbr	Title	Name	Hire Date	Vac Stat	Days Vac	Federal or Local Laws	Job Status	Job Series	Grade	Step	Salary	Fringe	Prgm Code	Department Name	
00004159	DISPUTE RESOLUTION SPEC	Nyankale,Sipho M	3/9/1998	F		No	Reg	1802	9	10	71106	18274.24	Inspection	Vehicle Services	1
00011518	DISPUTE RESOLUTION SPEC	Kitt,Larry	2/3/2000	F		No	Reg	1802	9	10	71106	18274.24	Inspection	Vehicle Services	1
00020533	Equipment Repairer	Tate Jr.,Edward	8/3/1998	F		No	Reg	3502	9	10	71302.4	18324.72	Inspection	Vehicle Services	1
00022713	Equipment Repairer	Spencer,Patrick L	11/2/1992	F		No	Reg	3502	9	10	71302.4	18324.72	Inspection	Vehicle Services	1
00010169	Laborer	Lewis,Kevin	10/6/2003	F		No	Reg	3502	4	6	47632	12241.42	Inspection	Vehicle Services	1
00022582	LABORER	Dorsey,William	3/8/1999	F		No	Reg	3502	4	10	53206.4	13674.04	Inspection	Vehicle Services	1
00016402	Lead Motor Vehicle Inspector	Holley,Demetric V	3/1/1999	F		No	Reg	1802	9	8	67578	17367.55	Inspection	Vehicle Services	1
00019649	Lead Motor Vehicle Inspector	Middleton Jr.,George	7/1/2001	F		No	Reg	1802	9	9	69342	17820.89	Inspection	Vehicle Services	1
00021775	Lead Motor Vehicle Inspector	Fuller,Kelvin	5/22/1981	F		No	Reg	1802	9	10	71106	18274.24	Inspection	Vehicle Services	1
00024589	Lead Motor Vehicle Inspector	Young,Dwayne	11/28/2005	F		No	Reg	1802	9	6	64050	16460.85	Inspection	Vehicle Services	1
00024729	Lead Motor Vehicle Inspector	Jones Jr.,Herbert D	12/21/1998	F		No	Reg	1802	9	10	71106	18274.24	Inspection	Vehicle Services	1
00026688	Lead Motor Vehicle Inspector	Kartey,Maurice K	4/13/1998	F		No	Reg	1802	9	9	69342	17820.89	Inspection	Vehicle Services	1
00022845	Lead Motor Vehicle Inspector (	Walker,Larry	5/20/2002	F		No	Reg	1802	9	7	65814	16914.20	Inspection	Vehicle Services	1
00005825	Motor Vehicle Inspector	Fludd,Aaron A.	11/12/2019	F		No	Reg	1802	6	4	45573	11712.26	Inspection	Vehicle Services	1
00009992	Motor Vehicle Inspector	Williams,Bryan J.	11/12/2019	F		No	Reg	1802	6	1	41259	10603.56	Inspection	Vehicle Services	1
00010034	Motor Vehicle Inspector	Baucum,Deangelo R	11/12/2019	F		No	Reg	1802	6	1	41259	10603.56	Inspection	Vehicle Services	1
00011221	Motor Vehicle Inspector	Taylor,Reggie	12/28/1998	F		No	Reg	1802	8	10	64607	16604.00	Inspection	Vehicle Services	1
00014081	Motor Vehicle Inspector	Perry,Patrick	3/21/2016	F		No	Reg	1802	7	3	48896	12566.27	Inspection	Vehicle Services	1
00016888	Motor Vehicle Inspector	Saqawe,Ali Abdukadir	11/25/2019	F		No	Reg	1802	6	4	45573	11712.26	Inspection	Vehicle Services	1
00017082	Motor Vehicle Inspector	Fuentes,Oscar I	4/17/2018	F		No	Reg	1802	7	1	45718	11749.53	Inspection	Vehicle Services	1
00017959	Motor Vehicle Inspector	Rivers,Raymond M	11/28/2005	F		No	Reg	1802	8	8	61407	15781.60	Inspection	Vehicle Services	1
00018657	Motor Vehicle Inspector	Davis,John B	4/7/2003	F		No	Reg	1802	7	8	56841	14608.14	Inspection	Vehicle Services	1
00020246	MOTOR VEHICLE INSPECTOR	Phillips,Thomas	4/24/2000	F		No	Reg	1802	8	10	64607	16604.00	Inspection	Vehicle Services	1
00020845	Motor Vehicle Inspector	Mills,Sean F	4/21/2014	F		No	Reg	1802	8	4	55007	14136.80	Inspection	Vehicle Services	1
00022052	Motor Vehicle Inspector	Wood,Jeremairh	4/3/2017	F		No	Reg	1802	6	3	44135	11342.70	Inspection	Vehicle Services	1
00023192	Motor Vehicle Inspector	Douglas,Shahn M	6/30/2003	F		No	Reg	1802	8	8	61407	15781.60	Inspection	Vehicle Services	1
00025117	Motor Vehicle Inspector			V		No	Reg	1802	7	0	45718	11749.53	Inspection	Vehicle Services	1
00025228	Motor Vehicle Inspector	Riley,Eric	4/3/2017	F		No	Reg	1802	7	2	47307	12157.90	Inspection	Vehicle Services	1
00025303	MOTOR VEHICLE INSPECTOR	Starks,Sheila L	3/1/1999	F		No	Reg	1802	8	10	64607	16604.00	Inspection	Vehicle Services	1
00027368	Motor Vehicle Inspector			V		No	Reg	1802	7	0	45718	11749.53	Inspection	Vehicle Services	1
00027411	Motor Vehicle Inspector	Hernadez, Hernan	12/9/2019	F		No	Reg	1802	6	1	41259	10603.56	Inspection	Vehicle Services	1
00031416	Motor Vehicle Inspector			V	180	No	Reg	1802	6	0	41259	10603.56	Inspection	Vehicle Services	1
00031418	Motor Vehicle Inspector	Jordan,Jujuan A	4/3/2017	F		No	Reg	1802	7	2	47307	12157.90	Inspection	Vehicle Services	1
00031475	Motor Vehicle Inspector	Cruz,Nathaniel	3/21/2016	F		No	Reg	1802	8	3	53407	13725.60	Inspection	Vehicle Services	1
00035305	Service Center Manager (DMV)	Simpson,Gregory M	8/12/2002	F		No	Reg	301	13	0	97527.24	25064.50	Inspection	Vehicle Services	1
00009113	Supv Motor Vehicle Inspector	Orjisson,Horniman C	3/30/1998	F		No	Reg	1802	11	0	79200.13	20354.43	Inspection	Vehicle Services	1
00021605	Supv Motor Vehicle Inspector	Best,Tyronica T	12/7/1998	F		No	Reg	1802	11	0	79471.37	20424.14	Inspection	Vehicle Services	1
00012435	IRP Program Coordinator	Speller,Elaine	8/13/2001	F		No	Reg	301	13	10	113002	29041.51	Internation Registration Program	Vehicle Services	1
00031414	Lead Legal Instrum. Exam (DMV)	JOHNSON-BRITTON,LACHELLE M	5/16/2005	F		No	Reg	963	10	5	68358	17568.01	Registration	Vehicle Services	1
00083201	Legal Instrument Examiner (DMV	Nelson,Brianna	1/7/2019	F		No	Reg	963	6	1	41259	10603.56	Registration	Vehicle Services	1
00011643	Legal Instrument Examiner (DMV	Spencer,Jasmine D	5/16/2018	F		No	Reg	963	6	2	42697	10973.13	Registration	Vehicle Services	1
00012681	Legal Instrument Examiner (DMV	Jackson,LeAndrea R	8/27/2012	F		No	Reg	963	7	5	52074	13383.02	Registration	Vehicle Services	1
00014833	Legal Instrument Examiner (DMV	Magruder,Tychia N	5/16/2005	F		No	Reg	963	9	6	64050	16460.85	Registration	Vehicle Services	1
00031431	Legal Instrument Examiner (DMV	King,Maria	8/25/2014	F		No	Reg	963	7	3	48896	12566.27	Registration	Vehicle Services	1
00031443	Legal Instrument Examiner (DMV	Nowlin,Teairra	12/12/2016	F		No	Reg	963	7	2	47307	12157.90	Registration	Vehicle Services	1
00031452	Legal Instrument Examiner (DMV	Rivas,Dana	9/8/2015	F		No	Reg	963	7	3	48896	12566.27	Registration	Vehicle Services	1
00031466	Legal Instrument Examiner (DMV	ESTRELLA,ERIDANIA	5/16/2005	F		No	Reg	963	8	8	61407	15781.60	Registration	Vehicle Services	1
00031493	Legal Instrument Examiner (DMV			V	55	No	Reg	963	7	1	45718	11749.53	Registration	Vehicle Services	1
00033841	Legal Instrument Examiner (DMV	Royal,Elecia M	10/16/2017	F		No	Reg	963	6	2	42697	10973.13	Registration	Vehicle Services	1
00082421	Legal Instrument Examiner (DMV	Jackson,Ashonta	12/16/2013	F		No	Reg	963	7	5	52074	13383.02	Registration	Vehicle Services	1
00082423	Legal Instrument Examiner (DMV	Mathis,Regina Neka	12/16/2013	F		No	Reg	963	7	5	52074	13383.02	Registration	Vehicle Services	1
00082427	Legal Instrument Examiner (DMV	Perry,Ja'nea	12/15/2014	F		No	Reg	963	7	4	50485	12974.65	Registration	Vehicle Services	1
00082432	Legal Instrument Examiner (DMV	Dunstan,Thurman	12/27/2016	F		No	Reg	963	7	2	47307	12157.90	Registration	Vehicle Services	1
00099779	Legal Instrument Examiner (DMV	Flythe, Joelle		f		No	Reg	963	6	0	41259	10603.56	Registration	Vehicle Services	1
00099780	Legal Instrument Examiner (DMV	Bennett, Donette		f		No	Reg	963	6	0	41259	10603.56	Registration	Vehicle Services	1
00099781	Legal Instrument Examiner (DMV	Robertson, Asia		f		No	Reg	963	6	0	41259	10603.56	Registration	Vehicle Services	1
00099782	Legal Instrument Examiner (DMV			V	94	No	Reg	963	6	0	41259	10603.56	Registration	Vehicle Services	1
00003145	LEGAL INSTRUMENTS EXAMINER	Givens,Leah L	4/23/1990	F		No	Reg	963	9	10	71106	18274.24	Registration	Vehicle Services	1

00020167	Management Analyst	DINA,CHRISTOPHER	6/8/2009	F		No	Reg	343	13	7	104569	26874.23	Registration	Vehicle Services	1
00082408	Service Center Manager (DMV)	Toussaint,Fabien O	4/21/2014	F		No	Reg	963	13	0	93776.14	24100.47	Registration	Vehicle Services	1
00010712	Staff Assistant	Graham,Tiara S	8/26/2013	F		No	Reg	301	9	4	55955	14380.44	Registration	Vehicle Services	1
00016184	Supv Legal Instrument Examiner	Anderson-Snipe,Brigid	5/20/2013	F		No	Reg	963	11	0	79471.37	20424.14	Registration	Vehicle Services	1
00031481	Vehicle Services Administrator	Fountain,Darnell	2/20/2007	F		No	Reg	301	15	0	131675.8	33840.69	Registration	Vehicle Services	1

Department of Motor Vehicles FY2019

Agency	Department of Motor Vehicles	**Agency Code**	KV0	**Fiscal Year**	2019

Mission The mission of DMV is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

Summary of Services The DMV provides service to approximately 600,000 licensed drivers and identification card holders (out of a population of more than 650,000) and 300,000 registered vehicles at four service centers. We conduct adjudication services and collect ticket payments for 2.5 million tickets each year. We also conduct 200,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations are listed by functional division.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Special Indicators for Autism/Intellectual Disabilities	It is a voluntary service that DMV can provide to residents of the District during the normal course of issuing, renewing or updating a license or identification card.	Residents of the District now have the option to add this potentially life-saving indicator to their license or identification card, which will alert law enforcement and others to their disability.
DMV University Rollout	DMV now has a formal training program with a course catalog that is available to management. The course catalog includes the training courses offered by the Department of Human Resources.	Better trained employees can give better customer service. Residents will benefit from well-informed, knowledgeable staff members.
Chat Adjudication Pilot	This is another options for customers to adjudicate parking tickets and another opportunity to offer improved customer service.	This accomplishment gives customers another option to adjudicate parking tickets.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Provide outstanding customer service. (9 Measures)											
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Quarterly	31.1%	22.8%	70%	73.6%	50.6%	60.2%	96.1%	70.4%	Met	
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Quarterly	24.1%	75.8%	75%	100%	67.4%	48.7%	91.3%	76.9%	Met	
Average adjudication customer wait time in minutes	Quarterly	9.3	10	15	11	9	9	11	10	Met	
Average service center customer wait time in minutes	Quarterly	26.8	23	30	23	27	28	38	29	Met	
Percent of customers rating Adjudication Services as satisfactory or better	Quarterly	96.5%	93.7%	90%	93.5%	97.5%	96.7%	100%	96.2%	Met	
Percent of customers rating Driver Services as satisfactory or better.	Quarterly	90%	90.4%	85%	91.1%	91.8%	90.7%	87.4%	89.9%	Met	
Percent of customers rating Vehicle Services as satisfactory or better.	Quarterly	94.3%	94.3%	90%	96%	94.7%	94.7%	94.7%	95%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of correspondence addressed within citywide standard of 15 days.	Quarterly	95.4%	97.9%	95%	95.9%	82.4%	81.9%	96.7%	90.3%	Nearly Met	DMV discovered a discrepancy in how the SLAs were being calculated and in the notification due dates of correspondence to be closed.
Percent of customers rating overall DMV service as satisfactory or better.	Quarterly	90.3%	90.8%	85%	91.8%	92.6%	90.4%	88.8%	90.9%	Met	
2 - Develop and retain a skilled and diverse workforce. (2 Measures)											
Percent of employees rating DMV as satisfactory or better, overall.	Annually	New in 2019	New in 2019	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	63.6%	Met	
Percent of employees attending annual customer service training.	Annually	New in 2019	95.8%	94%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.3%	Met	
3 - Protect and secure DMV data and processes. (1 Measure)											
Percent of biometric facial recognition cleared within 45 days	Quarterly	99.9%	99.9%	95%	100%	100%	100%	100%	100%	Met	
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)											
Percent of customers reached from safety education	Annually	New in 2019	New in 2019	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
5 - Optimize processes and systems as technology evolves. (4 Measures)											
Percent of registrations renewed online	Quarterly	75.3%	76.8%	67%	74.4%	74%	76%	77.3%	75.5%	Met	
Percent of licenses renewed online	Quarterly	11.4%	15.5%	5%	14.8%	14.5%	13.4%	12.2%	13.6%	Met	
Percent of ID cards renewed online	Quarterly	2.5%	3.5%	1%	4.6%	5.9%	4.4%	5.4%	5.1%	Met	
Percent of organ donor designees through DMV	Quarterly	38.9%	40.1%	40%	40.8%	41.1%	41.3%	41.7%	41.3%	Met	
6 - Create and maintain a highly efficient, transparent, and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	100%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.1%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	100%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	100%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87.8%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	4.8%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	449.3%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	18.8%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16.7%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	1.4%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*The above measures were collected for all mayoral agencies in FY 2019. OCA calculates these measure based on summary-level data from various agencies, and cannot verify the accuracy of any calculations that were made to the source data prior to its receipt by OCA. The 2019 DC Enterprise Data Inventory (EDI), which contains data on "open" data sets published on DC's Open Data Portal, is current as of March 9, 2019. Due to data lags, FY 2019 data

for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2016 Actual Report	FY 2017 Actual Report	FY 2018 Actual Report	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Report
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)								
Percent of parking tickets adjudicated	13.9%	14.7%	14%	22.6%	19.2%	14.9%	17.4%	18.2%
Percent of photo tickets adjudicated	6.9%	8.7%	10.3%	2.6%	3.8%	4.1%	6.4%	4.3%
Percent of moving tickets adjudicated	45%	53%	41.3%	25.8%	27.3%	30.8%	22.4%	26.5%
1 - Issue driver licenses and identification cards (2 Measures)								
Number of driver licenses issued	116,361	139,587	134,204	32,047	35,422	38,517	42,284	148,270
Number of identification cards issued	36,158	43,713	44,532	10,468	11,483	11,730	12,461	46,142
1 - Title and register vehicles (1 Measure)								
Number of vehicle registrations issued	258,223	260,578	257,509	59,709	61,353	67,161	66,790	255,013
2 - Provide general and administrative support (2 Measures)								
Percent of employees trained on customer service	97	97	93.7	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.3
Number of employees	Needs Update	Not Available	Needs Update	244	242	243	266	266
4 - Provide general and administrative support (1 Measure)								
Number of customers reached	Not Available	New in 2019	New in 2019	6553	6695	6774	6871	26,893

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide outstanding customer service. (4 Activities)			
Vehicle Services	Title and register vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles	Daily Service
Driver Services	Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Adjudication Services	Adjudicate parking, moving and photo enforcement tickets	Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability.	Daily Service
	Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control	Daily Service
2 - Develop and retain a skilled and diverse workforce. (1 Activity)			

Operations Header	Operations Title	Operations Description		Type of Operations
Agency Management	Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.		Daily Service
3 - Protect and secure DMV data and processes. (1 Activity)				
Agency Management	Provide general and administrative support	Provides general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.		Daily Service
4 - Cultivate innovative solutions to improve customer safety. (2 Activities)				
Agency Management	Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.		Daily Service
Driver Services	Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.		Daily Service
5 - Optimize processes and systems as technology evolves. (2 Activities)				
Information Technology	Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.		Daily Service
Driver Services	Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.		Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Adjudicate parking, moving and photo enforcement tickets (1 Strategic Initiative)				
Pilot Chat Adjudication	Currently, DMV adjudicates parking tickets in-person and by mail. However, with technology and social media becoming more prominent in the workplace, we need to keep moving forward with innovative ideas. Therefore, by March 31, 2019, DMV will start piloting conducting parking ticket adjudication by live web chatting. This pilot will let us know whether this is a feasible method for adjudicating this ticket type. The measure of success will be the number of chat adjudications that can be done per day by 1 hearing examiner.	Complete	DMV did a soft launch of this pilot program. There will be an incremental push to get more participation over the next few months.	
Issue driver licenses and identification cards (5 Strategic initiatives)				
Integrate DMV Licensing System w/OAG Child Support System	Currently, the Office of the Attorney General's (OAG) Child Support Division sends an electronic file to DMV which provides DMV with information on residents who are delinquent on child support. Once we receive the file, we place a pending revocation on the resident's driver license. When the resident comes back into compliance with his/her child support, he/she must bring a letter from the OAG indicating compliance so DMV can reinstate his/her license. Since the current process is not ideal, by September 30, 2019, DMV and OAG will integrate our two systems such that the entire process is electronic and streamlined.	75-99%	This was a part of the Sept 23, 2019 Destiny Build that was delayed until October 2019 because other items in the Destiny Build were not complete and ready for implementation.	This was a part of the Sept 23, 2019 Destiny Build that was delayed until October 21, 2019 because other items in the Destiny Build were not complete and ready for implementation.

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Pilot Offering Knowledge Test in Testing Locations	Currently, residents who need to take the DMV knowledge test to obtain a learner permit must make an in-person visit to one of DMV's four service center locations. This often results in increased wait times, especially in the summer months when youth are out of school. Therefore, by September 30, 2019, DMV will pilot the use of supervised testing locations for offering the knowledge test. These testing locations will be certified by DMV and monitored to ensure compliance with all of DMV's regulatory requirements. If successful, the use of testing centers will increase customer satisfaction and reduce customer wait times at DMV service center locations. The measure of success will be the number of people who take advantage of the off-site knowledge test per month.	Complete	It was 100% completed on July 30, 2019 but implemented on Sept 16, 2019. Implementation was delayed due to a requirement for the regulation change to be passed.	
Integrate DESTINY with IID	Currently, DMV's Ignition Interlock Device (IID) Program is not integrated with our licensing system, DESTINY. Therefore, we must make manual updates to the system to reflect residents' participation in the Program. By September 30, 2019, we will integrate DESTINY with IID such that updates are electronic, seamless and accurate.	75-99%	The Destiny build for implementation was delayed due to the complexity of overhauling the IID program, building a new module in Destiny and pending legislation approval. Once emergency legislation is approved, the programming to finalize items in the rulemaking will be completed and implemented. The estimated implementation date is Nov 2019.	The Destiny build for implementation was delayed due to the complexity of overhauling the IID program, building a new module in Destiny and pending legislation approval. Once emergency legislation is approved, the programming to finalize items in the rulemaking will be completed and implemented. The estimated implementation date is Nov 2019.
Communicate New Driving Rules	Currently, DC DMV uses a random 5-question assessment during the online driver license renewal process to refresh drivers on the rules of the road. By January 2019, DMV will also insert new rules of the road tips in driver license and registration renewal notices. These rules of the road tips will communicate new and revised rulemaking and legislation which impact DC drivers. Additionally, the information will highlight certain road rules which further the city's Vision Zero initiative of reaching zero traffic fatalities and serious injuries by 2024.	Complete	completed in quarter 2	
Create Special Indicators for Autism/Intellectual Disabilities	Currently, in the District, there is no way for law enforcement to know a driver or vehicle passenger may have special needs due to autism or intellectual disabilities. This unknown could have tragic results for the person stopped by law enforcement. Therefore, by February 28, 2019, DMV will partner with the JP Jumpers Foundation to create special driver license and identification card indicators that will provide this critical information to law enforcement. This initiative will require rulemaking and system changes for DC DMV.	Complete	Completed in quarter 2	
Provide general and administrative support (5 Strategic initiatives)				
Rollout DMV University	Currently, DMV does not have a formal training curriculum which management can sign employees up to attend when they need a refresher on basic DMV processes such as how to issue a license or register a vehicle. Therefore, by September 30, 2019, DMV will implement a formal training program with a course catalog that will be available to management. The course catalog will also include the training courses offered by the Department of Human Resources.	Complete	This program is available as refresher training.	
Provide Annual Customer Service Training	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by September 30, 2019, DMV will internally train 93% of frontline employees on DMV specific customer service techniques.	Complete	Training classes have been completed.	
Conduct Annual Employee Surveys	By January 31, 2019, DMV will start conducting an annual employee survey to determine the employee satisfaction level within their administration and agency. The survey will allow us to pinpoint areas which require improvements such that initiatives can be created to address any areas of concern. Once the survey has been established and refined, we will conduct bi-annual surveys.	Complete	Was completed in quarter 2.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Implement Actions for Address Fraud	Fraud For the last year, DMV's Service Integrity Office has been working on a project related to DMV address fraud. As a result of this year-long investigation, by September 30, 2019, DMV will implement actions to identify and reduce occurrences of address fraud.	Complete	This initiative was completed on September 25, 2019.	
Educate Public on Driving Drunk/Drugged	Most of the public safety educational efforts related to driving come from the District's Metropolitan Police Department and Department of Transportation. However, during December 2018, DMV will conduct a specific educational campaigned aimed at educating District residents on the negative impacts of driving drunk and drugged. The outreach will be targeted email and mail correspondence to DC drivers and we expect to reach approximately 400,000 people.	Complete	Completed in quarter 1.	
Systems necessary for DMV operations (1 Strategic Initiative)				
Integrate DMV and DDOT's RPP Databases	Currently, when the District's Department of Transportation (DDOT), which regulates parking, updates a residential parking permit (RPP) location, they must email the information to DMV so we can update our RPP database. Clearly, this process is less than ideal and may result in databases that are not in synch. Therefore, by September 30, 2019, DMV will integrate DDOT's RPP database with our database such that all updates occur electronically.	75-99%	DMV was ready and had completed the necessary work to initiate the interface to receive the RPP data electronically, but DDOT has submitted a RFP for a brand new system that they intend to put in production by December of 2019. Therefore, they did not want to do any interface at this point with the old system that is going to be replaced in December. They requested that DMV wait till after they implement their new system to do complete the interface.	DMV was ready and had completed the necessary work to initiate the interface to receive the RPP data electronically, but DDOT has submitted a RFP for a brand new system that they intend to put in production by December of 2019. Therefore, they did not want to do any interface at this point with the old system that is going to be replaced in December. They requested that DMV wait till after they implement their new system to do complete the interface.
Title and register vehicles (2 Strategic initiatives)				
Implement Vehicle Beneficiary Process	Currently, when a DC vehicle owner dies, and there is no surviving joint owner of the vehicle, a legal process is required to transfer ownership of the vehicle to another person. This process is often cumbersome and timely. Therefore, by August 31, 2019, DMV will implement a process in which the vehicle owner can designate a beneficiary to receive ownership of a DC titled vehicle upon their death. Since the designation is made prior to the death of the individual, the vehicle will not be considered part of the estate; therefore, a legal Letter of Administration will not be required for transfer. This initiative will require rulemaking and system changes for DC DMV.	Complete	The rulemaking and system changes were completed.	
Synchronize Inspection and Registration Dates	Currently, the DMV vehicle inspection period is two years and the registration is either one or two years. This results in the two expiration dates not being the same and adds to customer confusion. Therefore, by September 30, 2019, DMV will synchronize the dates to one year. Additionally, we will eliminate the inspection failure sticker and the two free re-inspections and decrease the inspection fee from $35 to $30 for passenger vehicles due to charging for every inspection.	0-24%	It was determined that this initiative was not feasible this fiscal year.	It was determined that this initiative was not feasible this fiscal year. The City Administrator has requested that we present him with additional documentation for his review and reconsideration.

DMV as the Seller

Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	$6,000,000.00	$6,054,767.74	$0.00	-$54,767.74
OAH	TKTOAH	OAH Ticket Processing	$10,040.00	$0.00	$10,040.00	$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	$70,000.00	$69,999.40	$0.60	$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	$50,400.00	$40,145.00	$10,255.00	$0.00
DISB	DISBIN		$495,000.00	$495,000.00	$0.00	$0.00
		Grand Total	**$6,625,440.00**	**$6,659,912.14**	**$20,295.60**	**-$54,767.74**

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0600	Electricity	$169,224.00	$169,224.00	$0.00	$0.00
OCTO	0100	City Wide IT Assessment	$2,443,780.85	$0.00	$729.36	$2,443,051.49
OCTO	6258		$139,016.00	$2,315,335.63	$266,732.01	-$2,443,051.64
			$2,582,796.85	**$2,315,335.63**	**$267,461.37**	**-$0.15**
OFRM	6258	Natural Gas	$44,688.00	$1,686.76	$43,001.24	$0.00
OCTO	0100	Destiny Application	$250,000.00	$245,805.08	$54,194.92	-$50,000.00
	6258		$50,000.00	$0.00	$0.00	$50,000.00
			$300,000.00	**$245,805.08**	**$54,194.92**	**$0.00**
OFRM	6258	Fuel Automotive	$4,130.00	$4,130.00	$0.00	$0.00
OFRM	0100	Phone	$4,729.36	$1,596.79	$3,132.57	$0.00
OFRM	6000		$359,785.77	$359,786.69	$0.00	-$0.92
			$364,515.13	**$361,383.48**	**$3,132.57**	**-$0.92**
OCP	0100	Puchase Card	$395,014.00	$382,017.83	$127,996.17	-$115,000.00
OCP	6000		$50,000.00	$0.00	$0.00	$50,000.00
OCP	6258		$65,000.00	$0.00	$0.00	$65,000.00
			$510,014.00	**$382,017.83**	**$127,996.17**	**$0.00**
OFT	6258	Armored Car Services	$24,000.00	$24,000.00	$0.00	$0.00
OFT	0100	Cashier Services	$189,190.00	$189,190.00	$0.00	$0.00
DDOE	6000	Enhanced Motor Vehical Inspection & Maintenance Program Auditing Service	$362,725.00	$333,031.70	$29,693.30	$0.00
		Sign Language Interpretation Services	$2,100.00	$2,100.00	$0.00	$0.00
DGS	6258	Security	$1,814,887.00	$1,363,923.75	$450,963.25	*$0.00*
DPW	0100	Fleet	$29,054.00	$29,054.00	$0.00	$0.00
DCHR	0100	Suitability & Compliance Services	$4,426.61	$4,426.61	$0.00	$0.00
DPW	0600	Shared Services	$370,000.00	$370,000.00	$0.00	$0.00
OFRM	0600	Water	$35,924.00	$35,924.00	$0.00	$0.00
OFRM	6258	Sustainable Energy	$7,619.00	$96.23	$7,522.77	$0.00
DGS	6258	Occupancy	$947,185.00	$942,912.59	$4,272.41	$0.00
		Grand Total	**$7,394,578.59**	**$6,406,341.66**	**$988,238.00**	**-$1.07**

Department of Motor Vehicles
FY 2020 Intra-Districts
(Through November 30)

DMV as the Seller

Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
DOES	PEPTEP	Project Empowerment	$0.00	$0.00	$0.00	$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	$0.00	$0.00	$0.00	$0.00
		Grand Total	**$0.00**	**$0.00**	**$0.00**	**$0.00**

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0600	Electricity	$0.00	$0.00	$0.00	$0.00
OCTO	0100	City Wide IT Assessment	$2,443,780.72	$0.00	$0.00	$2,443,780.72
OCTO	6258		$29,829.00	$0.00	$0.00	$29,829.00
			$2,473,609.72	$0.00	$0.00	$2,473,609.72
OFRM	0600	Natural Gas	$0.00	$0.00	$0.00	$0.00
OFRM	6000	Phone	$354,955.99	$243.22	$0.00	$354,712.77
OFRM	6258		$3,000.00	$729.36	$0.00	$2,270.64
			$357,955.99	$972.58	$0.00	$356,983.41
OCP	0100	Purchase Card	$40,000.00	$41,762.70	$0.00	($1,762.70)
OCP	6000		$25,000.00	$0.00	$0.00	$25,000.00
OCP	6258		$20,000.00	$0.00	$0.00	$20,000.00
			$85,000.00	$41,762.70	$0.00	$43,237.30
OFT	0100	Armored Car Services	$0.00	$0.00	$0.00	$0.00
OFT	0100	Cashier Services	$0.00	$0.00	$0.00	$0.00
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	$0.00	$0.00	$0.00	$0.00
DDOE	6100		$0.00	$0.00	$0.00	$0.00
			$0.00	$0.00	$0.00	$0.00
DGS	6258	Security	$0.00	$0.00	$0.00	$0.00
DPW	0100	Fleet	$0.00	$0.00	$0.00	$0.00
DCHR	0100	Suitability & Compliance Services	$0.00	$0.00	$0.00	$0.00
DPW	0100	Shared Services	$0.00	$0.00	$0.00	$0.00
OFRM	0600	Water	$0.00	$0.00	$0.00	$0.00
OFRM	6258	Sustainable Energy	$0.00	$0.00	$0.00	$0.00
DGS	6258	Occupancy	$0.00	$0.00	$0.00	$0.00
		Grand Total	**$2,916,565.71**	**$42,735.28**	**$0.00**	**$2,873,830.43**

Vendor	Contract Name/Number	Contract Description	Contract or BPA	Contract Value	FY20Bud (Per Spend Pln)	FY20Spend Thru Dec 31	Funding Source	Contract Start Date	Contract End Date	Number of Option Years	Solicitation Method	Contract Monitor /Administrator	Contract Status (New/Existing)	Available to public online
RR Donnelley	Ticket Printing CW58219	Ticket Printing	Contract	$631,159.00	$80,000.00	$0.00	Lcl	Jan-18	Sep-22	base + 4	Competitive	Karen Tate	Existing	No
Celtic Cross Holdings	IRP System CW62282	IRP/ PRISM Support	Contract	$1,708,400.00	$239,000.00	$71,675.00	Spec Purp	Jul-18	Sep-23	base + 4	Competitive	Elaine Speller	Existing	No
Conduent State and Local Solutions	Ticket Processing POKV-2006-C-0064	Ticket Processing	Contract/ Extension	$10,237,666.00	$6,945,932.50	$1,434,044.94	Lcl	Jan-19	Jan-20	N/A	Sole Source	Karen Tate	Existing	Yes
Marquis ID Systems/Gemalto	DMV Camera CW20205	DMV Camera/SECURE CREDENTIALING	Contract	$11,394,500.00	$1,500,000.00	$237,203.12	Lcl/Spec Purp	Apr-13	Apr-20	Base + 6	Sole Source	Amit Vora	Existing	No
Revecorps	DMV Technical Support for Vehicle Inspection CW65784	Inspection Station Support	Contract	$174,000.00	$186,000.00	$40,642.00	Lcl/Spec Purp	Dec-18	Dec-23	Base + 4	Competitive	Christopher Dina	Existing	Yes
MV Solutions, Inc.	Insurance Verification System CW31261	Insurance Verification System	Contract	$1,500,000.00	$300,000.00	$75,000.00	Spec Purp	Oct-14	Sep-19	Base + 4	Competitive	Amit Vora	Existing	No
Envirotest	Inspection Station Consolidated Services CW35558	Annual Maintenance	Contract	$2,775,409.00	$610,751.00	$101,791.86	Spec Purp	Sep-15	Sep-20	Base+4	Sole Source	Christopher Dina	Existing	Yes
Unicore	DMV Digitized License Plates	Tags	Contract/MOU	$3,331,125.00	$859,311.00	$0.00	Lcl/Spec Purp	Feb-14	Feb-19	Base + 4	Sole Source	Jamie Edwards	Existing	No
R.A. Quarshie & Associates	IRP Auditing Services CW49931	IRP Auditing Services	Contract	$285,578.00	$60,000.00	$19,469.00	Spec Purp	Feb-17	Sep-21	Base + 4	Competitive	Elaine Speller	Existing	No
SupreTech	Document Imaging CW65741	Scanning Documents	Contract	$146,538.00	$338,927.00	$64,464.67	Lcl/Spec Purp	Nov-18	Sep-19	N/A	Competitive	Amit Vora	Existing	Yes